

Ragu Venkatesan | System Engineer | Retail Support Specialist

Chennai – Tamil Nadu – India

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Professional Summary

Highly self-motivated System Engineer with 3+ years of experience in retail production support at Tata Consultancy Services. Proven track record in incident management, client relationship management, and ensuring 24/7 system availability. Recognized with multiple team awards for exceptional customer service and proactive problem-solving in high-pressure environments.

Professional Experience

Tata Consultancy Services

Chennai, India

Retail Support Executive

February 2022 – Present

- Manage production support operations for The Home Depot across United States, Canada, Mexico, and Atlanta markets, ensuring seamless retail system operations
- Proactively monitor production environments and resolve critical incidents according to priority levels, minimizing business impact and maintaining SLA compliance
- Handle client escalations and major incidents efficiently through effective communication and technical problem-solving, achieving high customer satisfaction ratings
- Provide 24/7 on-call support including weekends and major release deployments, collaborating with development teams to resolve complex technical issues
- Generate and deliver daily operational reports to clients, ensuring transparency and alignment with business requirements
- Initiate and manage tickets in incident and problem management systems for unexpected delays, implementing preventive measures to avoid recurrence
- Process email requests and resolve escalations promptly, maintaining effective client communication channels
- Support special services initiatives for The Home Depot, working directly with customers to address and resolve technical issues

Achievements & Awards

- **On the Spot Team Award** – Recognized for immediate and exceptional contribution to critical project delivery
- **Star Team Award** – Acknowledged for outstanding team performance and collaboration
- **Applause for Team Award** – Honored for exemplary customer service and problem resolution

Technical Skills

Languages: HTML, CSS, JavaScript, SQL, Java

Support Tools: Incident Management Systems, Problem Management Systems, Ticketing Systems

Domains: Retail Technology, Production Support, Client Services, System Monitoring

Soft Skills: Customer Service Excellence, Issue Resolution, Stakeholder Management, Cross-functional Collaboration

Languages: Tamil (Native), English (Professional), Telugu (Conversational)

Core Competencies

- Production Incident Management & Resolution
- 24/7 System Monitoring & Support
- Client Relationship Management
- SLA Management & Compliance
- Root Cause Analysis & Problem Management
- Cross-functional Team Collaboration
- Operational Reporting & Documentation
- Major Release Support & Deployment Assistance

Education

University College of Engineering <i>Bachelor of Engineering in Mechanical Engineering, 75%</i>	Ariyalur, Tamil Nadu 2017 – 2021
MGM Matric Higher Secondary School <i>Higher Secondary Certificate (HSC), 86%</i>	Pochampalli, Tamil Nadu 2016 – 2017
Government Higher Secondary School <i>Secondary School Leaving Certificate (SSLC), 96%</i>	Puliyampatti, Tamil Nadu 2014 – 2015

Key Projects

Retail Support Project

The Home Depot – Special Services

- Delivered comprehensive retail support services to The Home Depot across multiple regions including United States, Canada, Mexico, and Atlanta
- Collaborated with cross-functional teams to resolve customer-reported incidents, ensuring minimal downtime and optimal user experience
- Maintained high service quality standards through effective incident tracking, prioritization, and timely resolution

Declaration

I hereby confirm that the information provided above is accurate to the best of my knowledge.

Date: January 2, 2026

Signature: Ragu Venkatesan