

# Ragu Venkatesan

## System Engineer

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## Profile

A highly self-motivated and exceptionally organized professional in retail support executive, well-equipped to meet the demands of overseeing support in the software industry.

## Professional Experience

### Tata consultancy services, Retail Support Executive

02/2022 – present

Chennai, India

#### Retail Support Experience:

Possessing two years of hands-on experience in production support, effectively managing production incidents and client interactions.

#### Proactive Monitoring and Timely Issue Resolution:

Proficient in monitoring production issues, handling client calls, and promptly resolving incidents.

#### Retail Support Responsibility:

Responsible for delivering timely Retail support to clients.

#### Exceptional Customer Service and Problem-Solving Skills:

Possessing excellent customer service and issue resolution skills.

#### Flexible Support Availability:

Providing support outside regular office hours, including weekends and during major release work, to assist development and customers in resolving issues.

#### Proactive Issue Reporting:

Initiating tickets for unexpected delays and issues within the incident and problem management system to prevent business impacts.

#### Timely Reporting:

Sharing reports with clients on a daily basis as per specific requirements in a timely manner.

#### Incident Management:

According to the priorities incidents got resolved as soon as possible. Mail requests and major escalations also fixed as per the request.

## Achievements

- On the spot team award.
- Star team award.
- Applause for team award.

## Education

**Bachelor of Mechanical Engineering, University College of Engineering**

75%

2017 – 2021  
Ariyalur, Tamilnadu

**HSC, MGM Matric Higher secondary School**

86%

2016 – 2017  
Pochampalli, Tamilnadu

**SSLC, Government Higher Secondary School**

96%

2014 – 2015  
Puliyampatti, Tamilnadu

## Languages

- Tamil
- English
- Telugu

## Skills

- HTML
- CSS
- Java Script
- SQL

## Projects

**The Home Depot, Special services:**

**Working with the clients to resolve the incidents which are raised by the customers.**

**Clients: united States, Canada, Mexico, Atlanta**

## Declaration

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

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**Ragu Venkatesan**