

RINOLD ROSARIO P J

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OBJECTIVE

Detail-oriented IT Operations professional with 1.8 years of experience in IT Operations at TCS and currently pursuing an MBA in Human Resource Management. Experienced in optimizing system performance, streamlining processes, and delivering efficient service across diverse environments. Extensive background in incident management, user support, and access management, with a strong foundation in process documentation and knowledge sharing. Adept at applying strategic thinking & analytics and collaboration to improve system reliability and end-user satisfaction. Eager to leverage my MBA Curriculum and technical expertise to transition into analyst & HR roles focused on operational efficiency, data-driven insights, and process improvements. Committed to continuous learning and innovation to drive impactful results in a dynamic IT environment.

EXPERIENCE

**Aug-2021 -
April-2023**

Tata Consultancy Services (TCS), Chennai
Process Associate (IT Operations – US Retail)

- Directed the Efficient monitoring and maintenance of client support systems (POS Software System), ensuring alignment with optimal performance objectives.
- Implemented a proactive approach to incident management, swiftly identifying and resolving issues to minimize downtime and optimize system performance.
- Fostered seamless collaboration between customer support, development, and change management teams, streamlining the process of issue escalation and resolution.
- Led daily checks and maintenance tasks, including server upkeep, job monitoring, and data refreshes, to uphold operational excellence and uninterrupted service delivery.
- Prioritized user requests and provided timely support and troubleshooting, demonstrating a strong commitment to customer satisfaction and service excellence.
- Implemented processes for active monitoring of generated alerts and provided solutions to enhance system reliability and efficiency continuously.
- Generated comprehensive reports on resolution and response SLAs, showcasing adherence to performance metrics and driving accountability within the team.
- Collaborated closely with the software development team, offering expertise in deployment issues and facilitating smooth deployments, fostering a culture of collaboration and innovation across departments.

EDUCATION

2020

Sacred Heart College, Tirupattur District, Tamil Nadu, India
BSc Computer Science
First Class

**2025
(April)**

Jeppiaar Institute of Technology, Kunnam, Sriperumbuthur, TamilNadu India.
MBA (HR & Business Analytics)
First Class

SKILLS

- Process Documentation, Data Analysis, Report Generation, Stakeholder Collaboration.
- ServiceNow Expertise, Incident Resolution, Problem Management, Knowledge Documentation, SLA Adherence.
- Office 365, Administration, User Management, Power BI, Dashboards, Excel, Data Analysis, Visualization, Power Apps, App Creation, Workflow Automation, Integration, Productivity, Collaboration, Operational Efficiency.
- HTML, Python, SQL, Data Retrieval, Data Analysis, Reporting, Data Manipulation, Query Optimization, Database Management, Data Insights, Learning, Adaptability
- Recruitment, Onboarding, Employee Engagement, Payroll, T&D (Training & Development), Admin, Compliance Management, HRMIS, ERP.

LANGUAGES

- Tamil
- English
- Telugu

INTERNSHIP EXPERIENCE

• CEAT Tyres Ltd, Chennai Plant. [Jan - Feb 2024]

Responsibilities:

- Collected "Preventive Maintenance" (PM) Check Sheets from all 4 Business Units (BUs) (BU 1 to BU 4).
- Consolidated and organized the collected data.
- Submitted the combined data to the SAP Support Team for the creation of General Task Lists in the SAP application.

Accomplishments:

- Successfully streamlined the preventive maintenance process by facilitating the creation of organized task lists in the SAP application.
- Demonstrated proficiency in handling data collection, organization, and submission, contributing to efficient maintenance operations at the plant.

• Hyundai WIA India Pvt Ltd, Tiruvallur [Aug 2024]

- Assisted the HR team in maintaining accurate employee attendance records and monitoring leave balances using HRMIS, ensuring timely updates for payroll processing.
- Supported leave management by processing requests in compliance with company policies and coordinating timely approvals.
- Helped generate monthly attendance and leave reports, contributing to payroll calculations, compliance audits, and reducing data discrepancies.
- Collaborated with the payroll team to prepare reports on absenteeism, overtime, and leave trends for management review, ensuring accurate salary disbursements.

ADDITIONAL CURRICULUM

• NPTEL Certification

Courses: Principles of Management & Organizational Behavior

Grade: First Class

DECLARATION

I declare that the above-mentioned information is true and accurate to the best of my knowledge.



Rinold Rosario P J