RINOLD ROSARIO P J

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SUMMARY

Detail-oriented IT Operations professional with 1.8 years of experience in IT Operations at TCS and equipped with an MBA in (Human Resource & Business Analytics). 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 acquire Analyst, Associate, & HR-Admin 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** **Client : Advance Auto Parts** **Process Associate (IT Operations – US Retail)** **ROLE: Technical Support Executive**

Provided L2 support for the APAL (Advanced Parts and Accessories Lookup) application, handling technical issues beyond the L1 team's capabilities.

Utilized **ServiceNow** for incident tracking, escalation, and resolution across store systems and applications.

Diagnosed and resolved advanced software issues, including corrupted files, using in-house utilities with real-time or overnight solutions.

Delivered timely support for **high-priority incidents (P1 – Critical, P2 – High)** as the first line of response & resolution, ensuring user confirmation before closure.

Assisted with day-to-day technical operations such as monitoring polling jobs and rerunning failed processes to maintain system uptime.

Worked closely with **cross-functional** teams like Sales Audit (for transaction issues) and Hardware Support (for equipment-level escalations and replacements).

Supported **deployment and validation** of new applications, updates, and enhancements in collaboration with L3 development teams.

Provided first-level support for hardware, software, and network-related issues when required & rerouting them to concern teams for timely resolution.

Responded to IT Issues via phone, email, and ServiceNow, ensuring timely updates and follow-ups till closure. Handled **ITSOS incidents raised by high-profile users** such as **District Managers (DMs)** and other senior field leadership, ensuring prompt and priority-based resolution.

Installed, configured, and troubleshot Servers, Printers, RF-Scanners, and POS systems across various branches.

Assisted **end-users** with Microsoft Windows, Office 365, and other internal tools and systems. Contributed to problem management, **identifying recurring technical issues** and reporting trends to development for permanent fixes.

Gained real-world experience supporting a large-scale retail IT environment, ensuring uninterrupted operations across multiple store locations.

EDUCATION

2017-2020	**Sacred Heart College, Tirupattur District, Tamil Nadu, India** BSc Computer Science Grade: First Class
2023-2025	**Jeppiaar Institute of Technology, Kunnam, Sriperumbuthur, TamilNadu India**. MBA (HR & Business Analytics) Grade: 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, AI in Human Resource Management.
  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