

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 Process Associate (IT Operations – US Retail)	CLIENT: Advance Auto Parts ROLE: Technical Support Executive
	<ul style="list-style-type: none">• 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 culture of collaboration and innovation across departments.	

EDUCATION

2017-2020	Sacred Heart College, Tirupattur District, Tamil Nadu, India. BSc Computer Science Grade: First Class
2023-2025	Jeppiaar Institute of Technology, Kunnamm, Sriperumbuthur, Tamil Nadu India. MBA (HR & Business Analytics) Grade: First Class
2017 & 2015	12th Std & 10th Std – Grade: First Class Don Bosco Matric Hr School Pannur, Tiruvallur Dt, Tamil Nadu, India.

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.

• OJI India Packaging Pvt Ltd, Tiruvallur [Jan - Feb 2025]

- Assisted in end-to-end recruitment activities including screening resumes, scheduling interviews, and following up with candidates.
- Supported employee engagement initiatives by conducting surveys and analyzing feedback to suggest actionable improvements.
- Helped maintain and update HR records and databases, ensuring accuracy and confidentiality of employee information.
- Participated in daily HR operations such as onboarding documentation, attendance tracking, and coordinating training sessions.

ADDITIONAL CURRICULUM

• NPTEL Certification

Courses: Principles of Management, Organizational Behavior, AI in Human Resource Management.

Grade: First Class

REFERENCE

Abdul Manaf PAB, Fujairah UAE. **Mobile:** +971 50433 9594

DECLARATION

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



Rinold Rosario P J