



# P. JEROME RAGULRAJ

No: 5/98, West Street, Purathakudi (PO), Mannachanallur (TK),  
Trichy |Tamil Nadu| India - 621111  
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## CAREER OBJECTIVE

"I am seeking an opportunity to merge my initiative, enthusiasm with **1.5+ Years** of proficiency to add value, both to the organization and myself. To aim at expanding my horizons and developing skills in the field of "Information Technology" and to work in a dynamic environment that provides opportunities for my growth."

## AREA OF INTEREST

- ✦ OOPS Concept
- ✦ Database Management
- ✦ Project Management
- ✦ Technical Support
- ✦ Client Relation Management
- ✦ Customer Service
- ✦ Web development [Basic]
- ✦ Quality Assurance
- ✦ System Administration - Level 1

## EDUCATIONAL CREDENTIALS

- **B.E - [Computer Science and Engineering]** - Srinivasan Engineering College, Perambalur - 2014 - 70%
- **Class XII** - St. Xavier's Higher Secondary School, Purathakudi - 2010 - 78%
- **Class X** - St. Xavier's Higher Secondary School, Purathakudi - 2008 - 88%

## CERTIFICATION

TITLE	INSTITUTION	LOCATION	YEAR
☞ Essential Diploma for Graduate Engineer [EDGE]	CMC Academy	Chennai	2014
☞ .Net	MaCons System Technologies Pvt. Ltd.	Trichy	2014
☞ Diploma [Computer Application]	CSC Computer Education	Trichy	2008

## TECHNICAL SKILLS

- Operating System ☞ Windows XP, 7, 8, 8.1, 10
- Database Management ☞ SQL Server 2014, Oracle Database 11G, SQL Developer
- Tools Used ☞ MS Visual Studio 2017, Eclipse
- Programming ☞ C, C++, C#, Asp.Net [MVC]

## WORK EXPERIENCE

- Jan 2018 - June 2018 - India Japan Lightning Pvt. Ltd., Chennai as Information Technology Consultant



"India Japan Lighting Pvt. Ltd. was incorporated in December 1996. It is a 50:50 joint venture between Lucas-TVS Limited, Chennai, and Koito Manufacturing Company Limited, Japan. Lucas-TVS Limited is an acknowledged leader in Auto Electricals in India, while Koito Manufacturing Company Limited is the leader in automotive lighting in Japan".

### Roles & Responsibilities:

- ⊙ Involved in customer end support in developing Window based ERP tool [Lumi's Software].
- ⊙ Understanding client needs, requirements, expectations and devise solutions accordingly.
- ⊙ Manages customer project delivery and is accountable for success of project engagements.
- ⊙ Analyse and document business requirements and translate these to specification and design documents for developers.
- ⊙ Meeting deadlines and Turnaround Time without compromising quality norms and defining and adhering SLAs defined.
- ⊙ Coordinating with client's on their needs / enhancements, customization, software-related issue to provide solutions in adherence to delivery schedules.
- ⊙ Capable to troubleshoot Level 1 issues on ERP Tool from customer's end and escalate issues to higher level or developers whenever required.
- ⊙ Coordinating development and reviewing service level targets and ensuring timely closure.
- ⊙ Proactive in building and maintaining successful networks and relationships with stakeholders to ensure IT projects are supported and successfully delivered.
- ⊙ Worked with different business users to develop scope and vision document and Business requirement specifications.

- Nov 2016 - Nov 2017 - Heavy Alloy Penetrator Project, Trichy as System Administrator - Trainee



"The Heavy Alloy Penetrator Project or HAPP is an Indian defence establishment operated by the Ordnance Factories Board. Headquartered at Kolkata, under the overall charge of Ministry of Defense, Government of India the factory is located about 25 kilometers from the main city of Tiruchirapalli".

### Roles & Responsibilities:

- ⊙ Involved in installing of OS, Licensed software and printer configuration in laptops and desktops.
- ⊙ Diagnose and resolve Level 1 software and hardware incidents, including operating systems (Windows) and software applications.

- ⊙ Ensure desktop computers interconnect seamlessly with diverse systems.
- ⊙ Identify and troubleshoot hardware and software issues.
- ⊙ Analyze root cause problems and execute corrective action.
- ⊙ Coordinate with computer specialists to resolve technical problems.
- ⊙ Maintain system performance by performing system monitoring and analysis, and performance tuning; troubleshooting system hardware, software, networks [Basic] and operating and system management systems; escalating application problems to vendor.

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#### CORE COMPETENCIES

- ★ Professional, growth oriented, easy adaptive and quick learner.
- ★ Talented, independent, responsible, hardworking and efficient in analytical complex solving issues.
- ★ An extrovert with very good blending capabilities.
- ★ An absolute team player with good communication skills.
- ★ Ability to deal with a diverse range of cultures and nationalities internationally.
- ★ Highly competent self-motivated, hardworking with the ability to rapidly learn and apply new skills.

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#### PERSONAL DETAILS

Name	P. Jerome Ragulraj	Languages	Tamil/English
Father's Name	A. Panneer Selvam	Date of Birth	12-06-1993
Sex	Male	Marital Status	Single
Nationality	Indian	Passport No	M0310970
Age	25	Native Place	Trichy

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#### DECLARATION

I (P. Jerome Ragulraj) hereby declare that the above information given by me is true to the best of my knowledge.

Place:

Yours Sincerely,

Date:

(P. Jerome Ragulraj)