Selvaperumal Moorthy

IT Analyst Engineer

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Current Address: Tokyo, Japan

Summary

An accomplished IT professional with over 6 years of hands-on experience specializing in system administration, networking, inventory management, hardware/software maintenance, and information security. Proven ability to manage end-user computing environments and facilitate seamless communication between global and local IT teams. Fluent in Japanese (N1), English, and Tamil, with a strong commitment to continuous learning and professional development. Possesses a solid foundational knowledge of Operating System (OS) processes and multithreading, demonstrating the ability to understand and optimize system-level resource management. Proficient in Object-Oriented Programming (OOP) and Python, capable of rapidly adapting to new programming languages and technologies, and effectively leveraging core concepts to build scalable and efficient solutions.

Skills and Expertise

- Operating Systems: Windows, Linux
  - Deep understanding of how operating systems manage processes, threads, multitasking, and resource allocation.
  - Proficient in process management, memory management, and scheduling within the OS.
- Networking: L2 Networking, VLAN, OSPF, Routing, TCP/IP
- Tools: AWS, Active Directory, MS365, CCNA, Intune SCCM
- Programming Languages: Python, HTML, CSS, JavaScript
  - Excellent knowledge of Python, including core concepts of Object-Oriented Programming (OOP).
  - Ability to create modular and reusable code, and develop practical small-scale applications.
  - Adept at quickly learning new programming languages and frameworks.
- Troubleshooting:
  - Network
  - Server
  - Desktop/Laptop (Repair and Replacement)
- Other:
  - EUC (End User Computing)
  - Data Center Management

Education

- Bachelor of Technology (B-Tech) in Information Technology
  - SRM Valliammai Engineering College, Chennai
  - Anna University
- Diploma in Electrical and Electronics Engineering
  - Government Polytechnic College, Chennai
  - Directorate of Technical Education

Work Experience

IT Analyst

Wipro Japan | Tokyo

Period: March 2024 - Present

- **Project:** Olympus System Engineer
- **Role:** Acting as a bridge engineer between the global infrastructure team and clients in Japan.
- Provided L2 network troubleshooting, hardware IMAC (Install, Move, Add, Change), and repair services for desktops, laptops, and printers.
- Managed IT infrastructure, including file servers, print servers, and backups.
- Provided end-user and policy-based support for devices and application deployments managed by Microsoft Intune.
- Coordinated with vendor services and managed IT procurement and maintenance.
- Provided on-call support based on network temperature alerts in the data center, identifying relevant devices and performing hands-on work.
- Responsible for replacing old devices with new ones in the data center, such as routers and servers.
- Collaborated with the L3 network team to resolve network-related issues and implement configuration changes.
- **Key Achievement:** Developed a Python script to automate email draft generation from CSV data, enabling efficient creation and sending of personalized emails based on data extracted from SCCM. This significantly reduced the time spent on repetitive communication tasks for specific PC users.

Field Service Engineer

TCS Japan | Tokyo

Period: October 2022 - May 2023

- **Project:** Cargill Japan
- Acted as a bridge engineer between the global infrastructure team and clients in Japan.
- Rack-mounted and configured network devices according to project specifications.
- Provided hardware IMAC and repair/replacement services for desktops, laptops, and printers.
- Supported servers, networks, and other site-specific IT devices.
- Managed maintenance of site file, print, and backup servers.
- Collaborated with the L3 network team to resolve network-related issues and implement configuration changes.
- Coordinated with power and telecommunication vendors for infrastructure maintenance.

Technical Support Engineer

Fujitsu | Tokyo (CCW Payroll)

Period: January 2020 - September 2022

- **Project:** Fujitsu FSAS Japan
- Configured and managed Group Policies, and provided Tier 1 and 2 support for servers and workstations.
- Provided on-site support for desktops, laptops, and printers.

- Responded to technical inquiries via phone, email, and in-person.
- Translated technical documents and service tickets between Japanese and English.
- Provided troubleshooting and support for Citrix Virtual Apps and Desktops (formerly XenApp/XenDesktop) environments.
- Provided end-user and policy-based support for devices and application deployments managed by Microsoft Intune.
- Addressed secure content collaboration issues related to Box, including user access and synchronization errors.
- Supported VPN connectivity via Palo Alto GlobalProtect for issues such as login failures, certificate problems, and tunnel disconnections.

Service Desk Agent

Fujitsu Consulting India Private Limited | Chennai, India

Period: March 2018 - December 2020

- Provided support and technical assistance for hardware service requests to clients in Japan.
- Responsible for processing customer requests (registration, cancellation, changes, etc.).
- As a bridge engineer, translated technical documents and project requirements between Japanese clients and local teams, facilitating smooth communication.
- Ensured smooth and accurate transfer of technical information through translation of project documents, user manuals, and emails.
- Monitored service requests, tracked progress, and escalated issues to senior engineers when necessary.

Certifications

- JLPT N2 (Japanese Language Proficiency Test N2)
- CCNA (Cisco Certified Network Associate)
- ITIL Foundation
- AWS Certified Cloud Practitioner
- Microsoft Modern Desktop

Self-PR

- **Eagerness to Learn:** Constantly striving to stay updated on the latest technological trends and actively working to improve my skills. Proactive in acquiring certifications and mastering new tools.
- **Thoroughness and Organization:** Committed to maintaining an organized environment for efficient work execution, which also contributes to rapid problem identification and resolution.
- **Communication Skills:** Holds JLPT N1, enabling reading and writing of technical documents in both Japanese and English. Capable of smooth communication with teams and clients.
- **Problem-Solving Abilities:** Leveraging analytical and troubleshooting skills cultivated through practical experience, I have flexibly resolved various IT issues including network failures, terminal problems, and software glitches.
- **Programming Skills:** Experienced in developing Python scripts for business efficiency and automation, including creating an email notification system that contributed to optimizing on-site operations.
- **Experience with Japanese Clients:** Since the beginning of my career, I have been involved in support operations targeting Japanese clients, and I understand the importance of Japanese business etiquette and Horenso (report, communicate, consult).
- **Fundamental Technical Knowledge:** Possesses a deep understanding of IT infrastructure fundamentals such as OS (Windows/Linux) and networking (TCP/IP, VLAN, OSPF). Leveraging this, I have flexibly responded to clients across different industries and environments.
- **Adaptability to Diverse Environments:** Through work experience with clients both within and outside Japan, and various on-site operations, I possess the flexibility to quickly adapt to different IT environments and operational policies.

Languages

- English
- Japanese (N1)
- Tamil