

Selvaperumal Moorthy

IT Analyst Engineer

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Location: **Tokyo, Japan**



Professional Summary

Experienced IT professional with over 6 years of hands-on experience in technical support, specializing in Systems 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.

Strong foundational knowledge in Operating System (OS) processes and multithreading, with the ability to understand and optimize system-level resource management. Proficient in Object-Oriented Programming (OOP) and Python, with the ability to quickly adapt to new programming languages and technologies, utilizing core concepts effectively for building scalable and efficient solutions.

Skills & Expertise

- Operating Systems: Windows, Linux
 - Strong understanding of how operating systems manage processes and threads, multitasking, and resource allocation.
 - Familiar with process management, memory management, and scheduling within OS.
- Networking: L2 Networking, VLAN, OSPF, Routing, TCP/IP
- Tools: AWS, Active Directory, MS365, CCNA, Group Policies
- Programming Languages: Python, HTML, CSS, javascript, nodejs, expressjs, reactjs, mysql
 - Excellent knowledge of Python, including core concepts of Object-Oriented Programming (OOP)
 - Ability to write modular, reusable code and develop small-scale applications for practical use.

- Quick learning ability for new programming languages and frameworks.
- Troubleshooting:
 - Network
 - Server
 - Desktop/Laptop (Break-Fix)
- Other:
 - EUC
 - Data Center Management

Education

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

Experience

IT Analyst

Wipro Japan | Tokyo, Japan

Duration: 2024-03 - Present

- **Project:** Olympus system engineer
- **Role:** Acted as the bridge engineer between global infrastructure teams and Japanese clients.
- Provided L2 network troubleshooting, hardware IMAC (Install, Move, Add, Change), and Break-Fix services for desktop, laptops, and printers.
- Managed IT infrastructure including file servers, print servers, and backups.
- Provided end-user and policy-based support for Microsoft Intune-managed devices and application deployments.
- Coordinated vendor services, and handled IT procurement and maintenance.
- **Automation of Email Draft Creation:** Developed an automated Python script to generate email drafts from data stored in a CSV file.

This system was used to generate and send personalized emails efficiently using SCCM-extracted CSV files. The automation saved significant time in handling repetitive communication tasks for specific PC users. The process used Python libraries such as pandas, smtplib, and email.mime to create, format, and send emails.

Technical Support Engineer (Bridge Engineer)

HCL Tech | Chennai, India

Duration: 2023-06 - 2024-02

- **Project:** BD Medical Projects
- Translated technical documents and communications between Japanese and English for BD's medical project.
- Acted as a bridge engineer, facilitating communication and collaboration between the global infrastructure team and the Japanese client.
- Supported project coordination and implementation efforts to ensure seamless integration of IT solutions.

Field service Engineer

TCS Japan | Tokyo, Japan

Duration: 2022-10 - 2023-05

- **Project:** Cargill Japan
- Acted as bridge engineer between global infrastructure teams and Japanese clients.
- Rack and configure network devices to meet project specifications.
- Provide hardware IMAC & Break-Fix services for desktop, laptop, and printers.
- Supported Server, Network, and other site-specific IT devices.
- Managed site file, print, and backup server maintenance.
- Coordinated with power and telecom vendors for infrastructure maintenance.

Technical Support Engineer

Fujitsu Consulting India Private Limited | Tokyo, Japan(CCW payroll)

Duration: 2020-01 - 2022-09

- **Project:** Fujitsu FSAS Japan
- Configured and managed Group Policies and provided Tier 1 & 2 support for servers and workstations.
- Delivered on-site support for desktops, laptops, and printers.
- Managed technical inquiries via phone, email, and in-person interactions.
- Translated technical documents and service tickets between Japanese and English.
- Troubleshoot and supported Citrix Virtual Apps and Desktops (formerly XenApp/XenDesktop) environments.
- Provided end-user and policy-based support for Microsoft Intune-managed devices and application deployments.
- Handled secure content collaboration issues related to Box, including user access and sync errors.

- Supported VPN connectivity via Palo Alto's GlobalProtect, including login failures, certificate issues, and tunnel drops.

Service Desk Agent

Fujitsu Consulting India Private Limited | Chennai, India

Duration: 2018-03 - 2020-12

- Supported Japanese clients with hardware service requests and provided technical assistance.
- Processed customer requests including registration, cancellation, and modifications.

Certifications

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

Strengths

- Eager to Learn: Constantly seeking to enhance technical skills and stay updated with industry trends.
- Neat & Organized: Focused on maintaining a clean and organized workspace for future tasks and team collaboration.

Languages

- English
- Japanese
- Tamil