

SURENDAR D

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PROFESSIONAL SUMMARY

IT professional with 2+ years of experience in PoS and ERP application support. Skilled in L0 support for critical business applications, managing service desk tickets through ServiceNow, performing MySQL database corrections and updates, and conducting log analysis. Experienced in troubleshooting Windows OS and networking issues, monitoring application performance, and supporting multiple departments following ITIL practices.

PROFESSIONAL EXPERIENCE

L0 Technical Support Engineer

QnQ Healthcare Pvt Ltd | 07/2024 – Present

- Provide first-level application and technical support for ERP and PoS systems, ensuring uninterrupted operations for critical Java-based applications.
- Monitor application health using dashboards and alerts to proactively detect and resolve performance or system issues.
- Manage MySQL database corrections and updates for Warehouse, Sales, Finance, and HR departments; utilize SQL queries and Linux/Unix commands for troubleshooting.
- Provide functional and technical support for HRMS modules (Attendance, Leave, Employee Master), resolving user issues and ensuring smooth HR operations.
- Perform HRMS data corrections and bulk updates using SQL queries, ensuring accuracy of employee records and adherence to HR data standards.
- Coordinate with HR and technical teams to troubleshoot HRMS module issues, validate fixes, and document resolutions for recurring cases.
- Perform basic debugging, log analysis, and application troubleshooting; escalate to L2/L3 as needed and contribute to root cause analysis following ITIL practices.
- Handle incident and service request tickets within defined SLAs, ensuring detailed documentation and timely resolution.
- Manage service desk tickets in ServiceNow, maintaining SLA compliance and supporting continuous service improvement.

Technical Support Trainee - Networking

Satvat Infosol Pvt Ltd | 05/2023 – 06/2024

- Configured and supported LAN, switches, hubs, and firewalls for examination systems.
- Ensured server and Windows OS stability during exam sessions.
- Resolved network issues including authentication errors and DNS resolution failures.

KEY CONTRIBUTIONS & PROCESS IMPROVEMENTS

- Standardized troubleshooting steps for ERP and PoS applications and optimized ticket escalation, reducing resolution time by 20%.
- Performed MySQL database updates and log analysis to support accurate ticket resolutions across departments (Warehouse, Sales, Finance, HR).
- Prepared and analyzed Sales MIS reports, providing insights to track performance trends and enhance reporting accuracy.

TECHNICAL SKILLS

- **Application Support & Troubleshooting:** L0/L1 support for ERP and PoS systems; basic debugging and log analysis for Java-based applications; root cause analysis for recurring issues.
- **Programming & Databases:** Core Java 8 (basic queries and debugging), MySQL 8.0 – data validation, corrections, minor SQL updates.
- **Operating Systems & Scripting:** Windows 10/11 installation, configuration, patching, troubleshooting; basic Linux/Unix commands and scripting.
- **Monitoring & ITIL Practices:** Application health monitoring using dashboards and alerts; incident, problem, and service request management; SLA-driven ticket resolution; ITIL-aligned processes.
- **Networking & Remote Support:** TCP/IP, DNS, DHCP, NAT, LAN/Wi-Fi troubleshooting; remote tools – AnyDesk, RDP, UltraViewer.
- **Tools & Platforms:** ServiceNow, documentation, knowledge base creation, process optimization; familiarity with application monitoring tools like uptimerobot.
- **Microsoft Ecosystem:** Microsoft 365 Apps deployment (ODT, Intune), Outlook/Office troubleshooting, Active Directory/Azure AD (Entra ID).

EDUCATION

B.E in Electronics and Communication Engineering

University College of Engineering Tindivannam

08/2018 – 04/2022

CGPA – 7.8

HSC

Ramakrishna Vidyalaya Metric Hr Sec School. Villupuram

06/2017 – 03/2018

Percentage -61.5

SSLC

Ramakrishna Vidyalaya Metric Hr Sec School. Villupuram

06/2015 – 03/2016

Percentage - 89