

# Adithiyan Murugappan

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Proactive IT Professional with experience in hardware-software integration, network troubleshooting, and firmware development, seeking to leverage skills in IT system support and optimization.

## SKILLS

Networking	IP network troubleshooting, configuration
Programming	Python, C/C++, JavaScript
IT Tools	ServiceNow, Salesforce, Linux administration, version control (GitHub), troubleshooting tools.
Systems Management	Software and hardware configuration, Agile practices.
Languages	English (Fluent), French (Beginner), Tamil(Native), Hindi (Conversational)

## EDUCATION

<b>Master of Engineering in Electrical and Computer Engineering, Concordia University</b> <i>Specialization in Power engineering and Computing systems</i> Courses: Microprocessors and its applications, Power electronics, Renewable energy, Hybrid Electric vehicles	<b>Sep 2022 – Aug 2024</b>
<b>Bachelor of Engineering in Electrical and electronics Engineering, Anna University</b> Courses: Embedded systems, Object oriented programming, Digital logic circuits, Digital Signal processing	<b>Aug 2017 – May 2021</b>

## WORK EXPERIENCE

<b>Customer service specialist Alorica, (Client: Ally bank)   Montreal, Canada</b> ● Leveraged CRM software to manage customer data and streamline deposit handling, enhancing operational efficiency. ● Resolved client issues with online banking tools, showcasing strong problem-solving and technical support skills. ● Collaborated with IT teams to report technical issues in banking applications, contributing to improved system reliability and customer experience.	<b>Sep 2024 – Present</b>
<b>Electrical technician, STS aviation services   Montreal, Canada</b> ● Troubleshoot and repaired galley ovens and electronic devices for major airline clients, including AirCanada. ● Interpreted schematics for 10+ electronic models, ensuring compliance with Transport Canada's airworthiness standards. ● Achieved a 95% successful testing rate by performing comprehensive electrical tests prior to shipment..	<b>Feb 2023 – Dec 2023</b>
<b>IT specialist, Wiley mthree (On-site at Morgan Stanley)   Bangalore, India</b> ● Delivered Tier 2 support, resolving over 200 software and network incidents and reducing system downtime by 30%. ● Managed and configured 10+ software applications and hardware devices, achieving 95% user satisfaction. ● Troubleshoot 100+ IP network issues, and restored software applications in the company's server.	<b>Aug 2021 – Jul 2022</b>

## ACADEMIC PROJECTS

<b>Smart greenhouse systems</b> ● Developed C/C++ firmware for ARM Cortex M3 micro controllers, optimizing IoT sensor-actuator integration for a 25% increase in energy efficiency on Ubuntu (Linux based platform). ● Implemented embedded control algorithms to manage real-time sensor data, improving system responsiveness by 20%. ● Implemented communication with the sensors via I2C, CAN protocols for accurate communication and via WiFi module made the actuator controls online and live monitoring via thinger io platform.	<b>Apr 2024 – Jul 2024</b>
<b>Mileage estimator for Electric vehicles</b> ● Developed a Python-based linear regression model to estimate electric vehicle mileage, improving navigation accuracy by 15% using Raspberry Pi CM4 which received data from its GPIO pins from sensors and controlled the actuators. ● Integrated the predictive model into an electric vehicle system using CAN bus for communication between control units, optimizing data transfer and improving system efficiency. ● Worked with hardware to enhance the predictive model, resulting in a 20% improvement in processing speed.	<b>Dec 2021 – May 2021</b>
<b>Sanitary napkin Vending machine Controller</b> ● Developed a battery-operated vending machine controller featuring a 7-segment display, multi-coin executive mechanism interface, and programmable price settings. ● Managed the source code of the controller via GitHub and task management was performed using Jira. ● Implemented Agile methodologies and wrote code adhering to naming conventions and code quality improving its efficiency by 12% in the year 2020	<b>Jun 2020 – Oct 2020</b>

## CERTIFICATIONS AND ADDITIONAL INFORMATION

- **Fundamentals of Embedded systems, Firmware and Programming** – Udemy (111.5 hours)
- **Industrial Automation and Robotics certified** – MSME Government of India
- Hacker-rank certified Python programmer
- **Service desk agent** - Wiley mthree Alumni