

ABOUT ME

Seeking a position that empowers me to further develop my strengths, broaden my skill set, and learn new things. Whether working independently or collaboratively, I am committed to delivering impactful results and driving success for the team.

CONTACT

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Chennai,TN



EDUCATION



BSC, PHYSICS
THE NEW COLLEGE
CHENNAI,TN

2014 to 2017

ABDUL RAHMAN AS

SUPPORT ANALYST

EXPERIENCE IN TCS

(2018 - Present, 4.10+ Years)

OTC EXPERIENCE (3.5YEARS)

Managed global customer accounts, overseeing the entire cash flow process.

Recorded events, issued credit/debit notes, and posted customer payments on SAP for accurate journal flow.

Resolved end-to-end customer complaints according to process guidelines, ensuring customer satisfaction.

Played a key role in transitions, provisioning, and usages processing activities.

Prepared management reports and provided root cause analysis for issue identification.

Applied cash using various software applications such as SSBS, Kenan FX, Clarify, and SAP.

Handled mailbox communication and collaborated effectively with the team.

IT OPERATION SUPPORT

Monitored and maintained IT servers and systems to ensure optimal performance.

Successfully resolved escalated help desk tickets, ensuring timely and effective solutions.

Assisted in coordinating application upgrade activities, ensuring seamless transitions and minimal disruptions.

Participated in deployment activities and performed necessary database maintenance tasks to support system functionality.

CORE COMPETENCIES

Excellent Communication and Persuasion Skills

Proven Track Record in Complaints and Grievance Resolution

Proficient in MS Excel.

Familiarized myself with the essentials of Linux and SQL

Familiarity with HTML, CSS, Angular and ReactJS

Intermediate Proficiency in Dart and Flutter.

PROJECTS IN FLUTTER(MOBILE APP)

Tlc Tac Toe, BMI,Contact(SQLite DB) & Calculator, Group Messenger

PROJECTS IN REACT JS & ANGULAR

<https://curious-praline-99d91c.netlify.app>

<https://main-tangerine-blini-71135b.netlify.app/>

<https://benevolent-buttercream-6706b1.netlify.app>