

# ARAVINDH MATHESWARAN LAKSHMANAN

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## SUMMARY

Data-driven IT Operations professional with 4+ years of experience supporting US clients and optimizing SLA-driven service performance. Skilled in Power BI, SQL, and DAX for building KPI dashboards, MTTR analysis, SLA breach monitoring, and agent performance segmentation. Strong foundation in incident management, root cause analysis, and ITIL-based reporting. Transitioning into a Data / IT Operations Analyst role.

## SKILLS

- SLA & MTTR Performance Analysis
- KPI Dashboard Design
- Data Interpretation & Reporting
- Analytical Problem Solving
- IT Operations Knowledge
- Root cause analysis

## EXPERIENCE

07/2024 - Current

### Senior Analyst

**HCL Tech** - Chennai

- Developed performance reports to monitor SLA compliance and resolution efficiency.
- Analyzed service desk data to identify operational bottlenecks and performance gaps.
- Generated structured dashboards and reports for leadership visibility.
- Collaborated with cross-functional teams to improve service performance standards.

01/2024 - 02/2024

### Client Solutions Specialist

**Vendasta** - Chennai

- Assisted clients in understanding product features and benefits.
- Responded to client inquiries through phone and email communication.
- Maintained detailed records of client interactions and feedback systems.

08/2020 - 05/2023

### Resolution Specialist

**Amazon** - Coimbatore

- Monitored SLA metrics and case resolution timelines.
- Performed root cause analysis for recurring service issues.
- Generated operational reports to support management decision-making.
- Improved process adherence through data-backed insights.

## EDUCATION AND TRAINING

03/2017

### MBA: Finance And HR Management

**Nandha Engineering College** - Erode

03/2015

### Bachelor of Science: Computer Science

**Nandha Arts And Science College** - Erode