



# Naveen Vinoy Panna

IT Analyst

## Profile

Experienced professional interested in contributing expertise to Cross functional teams in the development, documentation and delivery of process innovations. Capable of excelling as part of a team or individually in a fast-paced environment.

## Employment History

### **Customer Support Specialist at InteléANTS**

May 2020 – Sep 2020

- Providing email support to customers for a USA based E-Commerce company named OJ Commerce
- Respond to email messages for users seeking help for delivery Status, shipment tracking etc.
- Working with Ticket Management (Company's) tool Admin and
- Escalating issues of payment, stock availability to upper management.
- Completing daily tasks related to Customer general enquiries on the product description and following up with Vendor for expediting the shipment.
- Excellent communication, interpersonal, organizational, and presentation skills.
- Build customer relationships through troubleshooting.
- Take ownership of each customer issue and work across functions to resolve them.
- End to end ownership for issues handling, Customer handling
- Be part of a rotational weekly on-call roster.

### **Senior Officer/Analyst at Wipro Limited, Chennai**

December 2017 – March 2020

- In SAP tool configuring Purchasing Organisation, Plant & Storage location
- Customizing done in subcontracting, Customer and Vendor Consignment, Physical Inventory.
- Processing outbound deliveries, delivery monitor, shipping point determination, route determination, transfer orders, packing, movement types and shipments.
- Work independently to complete support tickets with minimal oversight
- Promote effective and collaborative communication with internal team members and Business Partners.

## Details

### **Address**

House No. 7, Perumal Naicker Street Behind Ponniyamman Temple, Sholinganallur, Chennai, 600119, India

### **Phone**

9791066951

### **Email**

[naveenvinoy@gmail.com](mailto:naveenvinoy@gmail.com)

### **Skills**

Advanced Analytical Thinking

Software Logic

Software Troubleshooting

Strong Leadership Skills

Knowledgeable in User Interface/  
User Experience

Adaptability

- Define project tasks and coordinate completion to ensure
- estimates are thorough and accurate.
- As part of the Quality Team doing RCA and CAPA for the
- internal and external complaints and taking Quality Huddle.
- Supporting and preparing Quality Deck for APAC (India/China)
- Handling the APAC Complaints mailbox by acknowledging
- the complaints and bridging the GAP between the FO
- and the team to make the corrections within 4 hrs.
- Maintaining the APAC Error log file, making reports for RCA
- on weekly basis for both EMEA and APAC and also maintaining
- the weekly Checklist Usage report for APAC and EMEA region.
- Support in Auditing for Oceania market along with closure of
- pending RCAs. Focusing on India Market and well versed with
- APAC region with overall auditing other markets of APAC/EMEA
- as well in absence of respective QA.
- Running Quality Sanity macro check report for APAC region twice
- a week to arrest the internal errors.

#### **Analyst at HCL Technologies Ltd., Chennai**

August 2016 – December 2017

- Provide service to customers, excelling in empathy and case ownership.
- Troubleshoot and respond to customer tickets within SLA commitments on all Customer Service channels.
- Updating and maintaining the customer information database as well resolving technical issues through diligent research, issue reproduction under lab conditions, and troubleshooting.
- Work with other technical support engineers and engineering team members to see problems through to resolution. Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Facilitating customer communication, education, and retention.
- Diligently Managing many disparate customer issues in parallel.
- Being updated by reviewing service manuals, release notes, and patch documentation to help speedy issue resolution.
- Utilizing remote secure access technologies to diagnose and resolve customer issues.
- Ensure proper documentation and closure of all customer issues.

## **Analyst Trainee at JKT Consulting, Chennai**

April 2016 – August 2016

- Provide technical assistance and support for incoming queries and issues related to computer systems, configuration issues, troubleshooting, software installations and hardware.
- Worked on Critical and High priority tickets.
- Respond to queries either in email or over the phone.
- Respond to email messages for users seeking help.
- Collected and updated data to assist with customer issues and concerns.
- Providing first level contact and conveying resolutions to users.
- Provided inter-departmental collaboration by escalating unresolved issues to appropriate support functions.
- Tracking, routing and redirecting problems to correct resources such as password resets, printer configurations, break/fix instructions, ticket routing and escalation to Level 2 and Level 3 support.

## **Technical Expertise**

ERP-SAP R/3 ECC 6.0

SAP BPP

Alliance tool

MS-OFFICE

Service Now

SCCM

Remedy

Javascript

Solidity

Exchange Server

Active Directory

Blue Prism

Airwatch

Hyperledger Fabric

Ethereum

Nodejs

Golang

## **Achievements**

- Successfully completed and received passing grade in Blockchain Essentials an online course on Cognitive Class and also received badge and certificate provided by developerWorks in IBM Blockchain Platform
- Successfully completed and received passing grade in IBM Blockchain Foundation Developer an online course on Cognitive Class and also received badge and certificate provided by IBMDeveloperSkillsNetwork in IBM Blockchain Platform
- Certification in Blue Prism automation tool from RPA Academy of Wipro
- Certified FLM (First Line Manager) in collaboration with Kincentric
- Cleared Quality Lean Exam in Wipro
- Completed Six Sigma Green Belt Exam in Wipro
- Attended Art of Business Communication training

## **Education**

**Bachelor of Technology in Mechanical Engineering, Techno India Durgapur, West Bengal**  
August 2011 – June 2015

## **HOBBIES AND INTERESTS**

SINGING, PLAYING GUITAR, PLAYING FOOTBALL, BASKETBALL

LISTENING SONGS, SURFING INTERNET

## **LANGUAGE PROFICIENCY**

English

Hindi

## **Declaration**

I, hereby declare that the information which I have provided are completely true in my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**Naveen Vinoy Panna**

Place: Chennai