Contact

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(LinkedIn)

Top Skills

Incident Management

Statistical Data Analysis

Automation

Certifications

Product Management: Building a
Product Strategy

Product Management: Building a
Product Roadmap

Aha! Product Management
Professional Certificate

Certified Product Manager (CPM)

Charan Ayathu

IT Infrastructure Specialist
Surrey, British Columbia, Canada

Summary

Collaboration is at the heart of my approach. Working closely
with diverse teams, including business, design, engineering, and
product, I translate insights into digital transformation experiences
that empower team members and customers. Utilizing Agile
methodologies, I foster cross-functional communication, ensuring
successful project delivery and driving alignment across multiple
stakeholders. With a passion for technology and an unwavering
focus on building excellent customer experiences, I am committed to
leveraging my skills and expertise to drive organizational growth and
success. Passionate about driving digital transformation and creating
exceptional customer experiences, I thrive in the intersection
of System analysis, technology, and process optimization. With
a strong background in IT Infrastructure, I am dedicated to
mapping out efficient processes, and identifying opportunities for
improvement.

Experience

Bdp law
System Analyst
October 2024 - Present (10 months)
Calgary, Alberta, Canada

Kore.ai
IT Infrastructure Business Analyst
May 2022 - October 2024 (2 years 6 months)
Canada

• Worked on various Kore.AI products like BankAssist, WorkBench, and other
Web and IVR Bots.

• Creating conversational flows in Lucid and Miro for new requirements.

• Grooming development teams with new use cases.

• Requirements elicitation.

• Documenting Release notes for different versions of products.

• Testing different Bots and Assistants and documenting bugs and defects

- Jira ticketing experience.
- Experienced in Agile environments.
- Data wrangling and cleaning techniques

DXC Technology
Senior delivery coordinator
March 2021 - February 2022 (1 year)
Bangalore Urban, Karnataka, India

• Demonstrated leadership in overseeing backup architecture build activities as a Business Analyst, effectively guiding the team towards efficient implementation.
• Actively engaged in TSM-related workshops to ensure adherence to SLA and other critical timelines, leveraging my expertise in business analysis to drive successful outcomes.
• Utilized my training capabilities to onboard and develop team members, while also preparing SOPs and business-critical KPI documents to streamline operations. Additionally, as a skilled Data Analyst, I performed an in-depth analysis of backup data to optimize storage resource utilization and improve overall efficiency.

IBM
Senior Operations Professional
September 2015 - March 2021 (5 years 7 months)
Bengaluru, Karnataka, India

• Collaborated closely with stakeholders to gather and analyze business requirements, translating them into clear, actionable technical specifications for backup solutions.
• Employed my deep understanding of the backup domain to identify and recommend optimal backup strategies aligned with business objectives, ensuring data integrity, reliability, and regulatory compliance.
• Acted as a liaison between business users and development teams, facilitating effective communication, resolving conflicts, and successfully delivering backup projects within specified timelines and budgets.
• Conducted thorough impact assessments and risk analysis to identify potential challenges or bottlenecks in backup processes, proactively devising mitigation strategies and contingency plans to minimize disruptions and ensure business continuity.
• Applied my expertise in backup technologies, industry best practices, and emerging trends to drive innovation and continuous improvement, identifying

opportunities for process optimization, cost reduction, and enhanced data security.

Tata Consultancy Services
IT Analyst
January 2015 - September 2015 (9 months)
Chennai, Tamil Nadu, India

• Acted as a liaison between business stakeholders and technical teams, facilitating effective communication and understanding of requirements, ensuring successful implementation of backup projects.
• Leveraged my understanding of backup technologies and industry best practices to contribute insights and recommendations for process improvement, optimization, and enhanced data protection.
• Played a vital role in providing production support, ensuring the smooth functioning and availability of backup systems while troubleshooting any issues that arose.
• Applied my expertise in backup technologies to analyze client requirements, assess technical feasibility, and recommend suitable backup solutions aligned with business needs.
• Collaborated with multiple clients as a Backup Administrator, engaging with diverse backup technologies including TSM, EMC Avamar, and Hitachi Commvault.

IBM
Senior Operations Professional
January 2014 - December 2014 (1 year)
Chennai, Tamil Nadu, India

• TSM Node Registration and associating with Client schedules for both Windows and UNIX Platforms.
• Defining Client and Administrative schedules like automated backup /archive, migration, reclamation. Expiration, etc.,
• TSM Library Management: labeling the new volumes, check in, check out, Maintaining scratch volumes and Offsite vaulting.
• Daily reporting of missed/failed backups and send it to the clients.
• Writing Scripts to automate the manual tasks for reporting the Daily management activities of the server.
• Preparing monthly SLA and processed data report for billing purpose.
• Monitoring daily backup status and Troubleshooting of Missed/Failed backups on a daily basis.
• Running the Audit volume to fixing volumes which have Read/Write Errors.

Wipro Technologies
Project Engineer
June 2010 - November 2013 (3 years 6 months)
Chennai, Tamil Nadu, India

• Monitoring daily backup status and Troubleshooting of Missed/Failed backups daily.
• Installing and Administration of IBM Tivoli Storage Manager servers and TSM BA Clients.
• Configuring and defining TSM Database, Recovery Log and Storage pool volumes from Disk and Tape Pools.
• TSM Node Registration, association and dissociation of Client for both Windows and Unix Platforms.
• TSM Policy domain and its associated parameters creation and explicit bind of management class in client configuration files.
• TSM Database restores for any server crashes through TSM DBB/DBS.
• Checking and Troubleshooting TSM DB, Recovery log and its pinning and Storage pool issues.
• Performance tuning activities for TSM server and TSM BA Client side.
• Creating and Extending the Size of TSM Database, Recovery log Volume and Storage Pool volumes.
• Defining Server group among the TSM instances for centralized activity and monitor.
• Daily reporting of missed/failed backups and send it to the clients.
• Restoration based on requests from clients in both Windows/Unix platforms.
• Troubleshooting issues on TSM server and client side.
• Running the Audit volume to fixing volumes which have Read/Write Errors.
• Audit library, if any mismatch between library inventory and TSM inventory.
• Monitoring daily backup status and Troubleshooting of Missed/Failed backups daily.
• Provide support to meet as per SLAs.
• Conducted regular DOR and WOR.
• Assist higher management by giving inputs for betterment of existing processes.
• Drive continuous improvement of processes, turnaround time for resolution.
• Aided team in technical issues.
• Provided trainings to the team members whenever required.

Education

New York Institute of Technology - Vancouver

Master of Business Administration - MBA · (January 2022 - December 2023)

Sathyabama University

Bachelor of Technology - BTech, Bioinformatics