

Serving notice period

Muthu Vignesh D

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- ✂ B. Tech (Information Technology) with **6+ years** of experience in IT industry with hands-on experience in Infrastructure automation / Application development.
- ✂ Currently working with HCL Technologies as **Specialist** in Infrastructure automation.
- ✂ Dedicated to working on own initiative and as part of a team, as well as maintaining high quality standards.
- ✂ Energetic and self-motivated team player. At ease in high stress environments requiring superior ability to effectively handle multi-task levels of responsible.
- ✂ Able to quickly learn new systems and business processes.
- ✂ Very strong expertise in PowerShell, Core PHP, Python, C#, Node JS, Codelgniter, Angular JS, PowerBI.
- ✂ Sound experience on performance and scalability of applications.
- ✂ Having hands-on experience in developing machine learning applications.

Technical Skills

Shell Scripting:	PowerShell, python, Macro, Golang (Learning)
Automation/DevOps Tool:	IBM BigFix, Optibot, Nexthink(basics), Microsoft System Centre Orchestrator (Scorch), ServiceNow Orchestrator, Selenium, Jenkins, Docker, Kubernetes, Splunk, Kafka
Business Intelligence Tool:	PowerBI, Tableau
JavaScript:	Node JS, Angular JS
Project Management:	MS Office, MS Excel
Web Technologies:	CORE PHP, Codelgniter (MVC), WordPress jQuery, Ajax, HTML/CSS.
RDBMS:	MS-SQL, MySQL
Version Control System:	Git

Career Contour

Since Sep'16 with HCL Technologies as Specialist, Automation Engineer

Key Accomplishments

- ✂ Currently Lead a team of 45+ members for infrastructure automation.
- ✂ Completed around 100+ scripts on infrastructure automation.
- ✂ Implemented 3 automation ideas, which saves \$ 8116000 in an account.
- ✂ My idea - Service Desk Framework has been awarded as one of top 5 ideas around 139 ideas.
- ✂ Developed various zero touch / one click solutions for many accounts.
- ✂ Developed various Power BI Dashboards.
- ✂ Created an automation script which reduces 5 hours/day of an employee.
- ✂ Performed browser-based automation using PowerShell, selenium with python.
- ✂ Having hands on experience in devops tools.
- ✂ Developed automation scripts for outage management and Procurement process.
- ✂ Learned Microsoft Azure administrative concepts.

Project Name: Service Desk Framework

Client: Internal

Skills Used: Power shell, SNOW, PHP, SQL, Angular JS

Details: To reduce the AHT (Average Handling Time) / Reduce the service desk ticket volume, provide end to end automation solution to service desk users.

Project Name: Email to Ticket

Client: Internal

Skills Used: PowerShell / Python, SNOW (flow designer) / Cherwell, SQL

Details: Generate the ticket and resolve the ticket based on the ticket details.

Project Name: Assist Me
Client: Internal
Skills Used: C#, Power shell
Details: To reduce the AHT (Average Handling Time) / Reduce the service desk ticket volume, package all high volume task with automation scripts. Customer can run the script on their own, raise ITSM ticket if not resolved.

Project Name: ACD Chatbot
Client: Internal
Skills Used: Nodejs, socket.io, MySQL, NLP
Details: Developed a chatbot which works on ACD statistics happen in every account within organization.

Project Name: Operation Dashboard
Client: Internal
Skills Used: Power shell, PHP
Details: Develop an interactive dashboard which showcase the service desk operations done in every account on hourly basis

Project Name: ACD report automation
Client: Internal
Skills Used: Power shell, MS Excel (Macro), MS Access
Details: Automate the ACD data from CMS to excel reports and send them to customers on monthly, weekly basis.

Project Name: Action Tracker Portal, competency Assessment Portal, Repository Portal
Client: Internal
Skills Used: Core PHP, PowerShell
Details: **Action tracker:** Fetch Outlook meetings with office 365 API, manage the action items of the meeting within an organization.

Project Name: Active Directory Password Reset using MS Excel
Client: Internal
Skills Used: power shell, MS Excel (Macro)
Details: Reset AD user password using PowerShell and MS Excel

Jul'14 - Aug'16 with Webmize as Senior PHP Developer

Key Accomplishments

- ✎ Developed more than 20+ projects in web technologies
- ✎ Meets end user and formulate their requirements

Project Name: Adiby (<http://adiby.com>)
Skills Used: Codeigniter
Details: Portal which displays ads based on user logged location, pays to user on every video they have

Project Name: Accurate English (<http://www.accurateenglish.com/>)
Skills Used: Wordpress
Details: Wordpress site for American accent training.

Academic Credentials

B. TECH -Bachelor of Technology from Kamaraj College of Engineering and Technology (70.45%)- 2009-2013
HSC - M.N.U Jayaraj Nadar Higher Secondary School (83.5%) - 2008-2009
SSC - M.N.U Jayaraj Nadar Higher Secondary School (83.8%) - 2006-2007

Personal Dossier

Date of Birth: 27thMay 1992
Sex: Male
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