

GOWDHAM RAGHUNATHAN

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Education

Mohamed Sathak AJ College of Engineering

Bachelor of Engineering in Electrical and Electronics

Aug. 2012 – May 2016

Chennai, Tamilnadu

Relevant Skills

- Schedule Management
- Project Management
- Strategic Thinking
- Time Management
- Strong Work Ethic
- Critical Thinking
- Problem Solving
- System Analysis
- Accountability
- Adaptability
- Forecasting
- Leadership, Teamwork
- Business Analysis Techniques
- Communication and Presentation Skills

Relevant Experience

Mastersoft ERP Solutions Pvt Ltd

Sr. Customer Success Executive

May 2019 – June 2024

Chennai, Tamilnadu

- Each requirement is carefully matched with solution components to ensure alignment with the organization's needs. Throughout project preparation, validation remains integral to ensuring the delivered project meets client expectations. Analysis of data and desired outcomes informs the development of testing and conversion plans.
- Defined requirements guide system installations and improvements, determining optimal timing for modifications or upgrades. Documentation of system design, including specifications and flow charts, is based on user and system design specifications.
- I gather client requirements for ERP updates and address ERP project issues efficiently. Analyzing complex business problems leads to ERP solutions, with a focus on understanding user needs. Coordination of documentation development supports ERP system implementation.
- Key tasks include database management, defining ERP objectives and scope, and collaborating with stakeholders to determine the best ERP solution. Effective delegation and management ensure project deliverables are met, with ongoing monitoring to address any obstacles.
- I document essential information like Business Required Documents (BRD), conduct rollouts and user training, and understand the Software Development Life Cycle (SDLC). Interactions with internal and external stakeholders facilitate understanding and recommendation of changes in products, processes, and services.
- Utilizing Agile methodology, I analyze and create business and functional requirements, demonstrating product and service offerings to customers and end-users. Upon project manager approval, development begins, with clear communication of client requirements to the developer and tester teams. Daily updates from the development team ensure progress aligns with project timelines, even in fast-paced environments.

CIAR Software Solutions Pvt Ltd

Implementation Engineer

May 2018 – May 2019

Chennai, Tamilnadu

- I managed a team for Customer Support and Product Implementation. I developed detailed plans, gathered requirements, allocated resources, and set schedules to meet product demands. I provided solutions for operational issues via phone, email, chat, and web meetings.
- I designed product architecture, and wireframes, provided training, and troubleshooting, assisted with bug fixes, and supported global users.
- I promptly resolved Level-1 and Level-2 issues, maintained servers for uninterrupted operations, and created SOPs for team efficiency.
- I oversaw project implementation at client sites, deploying updates, analyzing production issues, testing features, coordinating with teams, conducting user demonstrations, and managing MySQL databases.

Projects

Educational ERP RF CAMPUS

2019-24

- Various modules utilized in educational institutions like Centralized Admission, Fees Collection, Learning Management System, Examination, Placement Management, Academic Management, Time-Table/attendance, Alumni, HRMS, Mobile Apps - Android and IOS, Library Management, Bio-metric Attendance, Financial Management Software, Leave Management, Appraisal Management, Purchase and Stores, General Administration, Hostel Management, College Affiliation, Healthcare Management, Online Assessment, Accreditation and Ranking Framework.
- Project implemented in Two Autonomous Institutions, Two Universities, a Medical Institution, and One international university with six campuses in Sri Lanka.
- The product is very well-trained and utilized by 40000+Students, 2000+Faculty, 1000+ Admin Department users.
- Implemented WebAPI Integration with third party like Whatsapp, Facebook, Google, Payment Gateway Integration like CC Avenue, Billdesk.

HotelDesk - Hotel Management Software

2018-19

- Software for hotel management designed to improve visitor experience and expedite processes in the hospitality sector. The product process encompasses all parts of a hotel's business operations, making it simpler to improve accessibility, increase revenue, as well as enhance overall business operations.
- Implemented 10+ Projects in India through Onsite Implementation. The product is very well-trained over 40+ users.
- Implemented WebAPI integration with third party like Paytm, Booking, MakeMyTrip, Goibibo, MyAllocator, AxisRooms, Hotspot Integration, and Keycards.

FoodEngine POS – Complete Restaurant Solution

2018-19

- To study main commercial operations in a restaurant, software with various modules, including Billing - Dine, Takeaway and Delivery, Stores, Mobile KOT App, and Insights App to track the status, were analyzed. Ensuring that operations are improved, costs are decreased, and revenue grows. It helps you improve your clients' dining experience by being perfect, individualized, and providing incredible benefits.
- Implemented 90+ Projects both in India through Onsite Implementation and in International countries like Qatar, Dubai, and Sri Lanka through remote support. The product is very well-trained over 500+ users.
- Implemented WebAPI integration with third party like Zomato, Swiggy, Dunzo.

Technical Skills

Languages/Databases: SQL, Microsoft SQL Server, MySQL.

Ticketing Tools: JIRA, Freshdesk, Redmine

WebServer: AWS server, Apache Tomcat 7, Xampp

Project Management: Confluence, Power BI, Microsoft Tools

Technologies/Frameworks: Agile Methodologies (Scrum, Kanban), Waterfall Methodology

Leadership / Extracurricular

- Mentored team members and facilitated workshops to improve professional growth within the fraternity.
- Managed a Functional analyst team of 4 members and ran weekly meetings to oversee the project's progress.
- Collaborated teamwork to success the implementation of International Project.

Certifications

- Project Management Professional (PMP) certified by KnowledgeHut Solutions Pvt. Ltd.
- Oracle Cloud Infrastructure Foundations Associate certified by Oracle.