Neethish A

Total 6.10 years of IT Industry experience encompassing of many skills and roles

AWS course completed, Linux and Devops pursuing

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EXPERIENCE

Microland. Ltd, Bangalore — Analyst – Application Support
From June 2019 – Last working day May 1ˢᵗ '2023

Applications: Servicenow, Jira, Power BI, Nagios, AWS, Monitoring

➢ Pro actively Monitoring Alerts for the issues occurred and taken care till the closure

➢ Assist in providing first level support for the issues occurred

➢ Pro-actively checking for the error logs in the Linux servers.

➢ Handled P1 and P2 incidents for the major issues under the pressure.

➢ Perform initial analysis for receiving incidents, Service Request and for Change orders.

➢ Managed Tracking of Tickets, Service level performance reporting and workgroups.

➢ Ensures that the message is communicated to the team with clear subject line and appropriate mail content.

➢ Provide process improvement suggestions to the project manager.

➢ Accountable for escalations and ensuring requests are handled in a timely manner

➢ Ensure timely communication to our customers on important issues

➢ Handling calls and provide remote sessions and action plans to our clients

➢ self-assessment of data to know the points where the improvement is required

➢ Coordinated monthly application releases with the business team and other stakeholders and ensured that agreed timelines are met.

➢ Well acquainted with Jira as a defect tracking tool and defect management processes

➢ Maintenance, analysis, reporting and monitoring of issues in the production environment

➢ Functional validation of BI reports and data validation for the same against database

➢ Creation of defect matrix and share the same with the respective team member

➢ Assisted customers with technical issues via email, chat and telephone

➢ Conducted interviews for open positions in my team

SKILLS

Team Handling

Management Skills

Analytical Skills

Decision-Making

Delegation

Problem Solving

Motivating

Creating a positive work environment

Audit & Feedback

Inter-personal communication skills

Ability to accept and learn from Criticism

TECHNICAL SKILLS

Microsoft Excel, Salesforce, Jira, Networking, Basic SQL, Quality Analyst, Power Bi, Incident and Problem management, Monitoring, Grafana

AWARDS

Bright Beginner award for the year of 2016 and **Silver Miler award** for the year of 2018

Won the SGA Title – 2017 & 18 (Quality Circle – Improvement activity)

LANGUAGES - English, Tamil,

Additional Responsibilities

➢ Mentoring new members joined the team

➢ Providing process induction training to the new joiners

➢ Cascading process related regular updates to the team

➢ Creation and sharing of monthly team utilization report for billing purposes with the customer's stake holders

➢ Providing feedbacks to the respective managers for improvement of quality on services

➢ Suggesting process improvements and implemented the same on the projects

Sep '20 – Aug '21 - Working as an Application support engineer for Nokia Project

Applications: CRM, SPS, RTCC, CBAM, Servicing Ticketing Tool

Monitoring Alerts for Business support Applications like SPS, RTCC and CBAM in the iCode monitoring Tool.

Handling all types of Failed orders in CRM application and report to the respective Teams.

Pro-actively checking for the error logs in the Linux servers.

Handled P1 and P2 incidents for the major issues under the pressure.

Perform initial analysis for receiving incidents, Service Request and for Change orders.

Managed Tracking of Tickets, Service level performance reporting and workgroups.

Ensures that the message is communicated to the team with clear subject line and appropriate mail content.

Provide process improvement suggestions to the project manager.

Notify over the email for the issues occurred during the shift with proper communication. Ensures that all the deliverables are sent correctly on time.

Oct '19 – Aug '20 – Worked into 'Microsoft' O365 Migration Project

Handling Customer and employee issues & ensuring that security and safety regulations are met.

Central communication point from the FTC (FastTrack Center) for the shift. Work Distribution, updates issue tracker, and coordinates within various shifts and other UPM's (Unit Price Module) globally.

In case of an issue, ensures that the Shift Lead works with Migration Engineer to resolve the issue. In addition, escalate the issue to Microsoft/customer, if required.

Ensures the smooth functioning of all events in the shift. Also, verifies if all queries or escalation by the migrators and customers are being handled in a timely manner.

At the end of the shift, ensures that proper handoff mail is being sent by the Migration Engineer. Informs the next shift SL/DM for any ongoing issue/escalation.
Capture all Issues that happens within the shift in the Issue Tracker.

June '19 – Sep '19 – Worked into "Axia" Australian Project for the largest network provider as a backup support engineer.

Exela Technologies Pvt. Ltd, Chennai — Sr Executive, Quality Assurance Sep 2016 - Oct 2018

Expertise in Quality concepts & Root Cause Analysis

Good knowledge in invoice processing.

Strong knowledge of QA methodology, life cycle, processes and tools.

Resourceful at maintaining relationship with clients to achieve quality product.

Involved in Specification Analysis for customer provided documents.

SLA Maintenance (Quality +TAT)

Adhering to New Project Approach Guide deliverables for all new projects.

Prepared CTQ (Critical to Quality) through VOC & SIPOC.

Published Quality Dashboard with alert on instable points (with Control Charts).

Performed time & motion study and eliminated manual activities by using Lean Approach.

Increased the Customer Satisfaction Rating Score by reduction in internal & external errors, rejection & rework and Customer complaints.

PROJECTS

Project Name: Leading Retail and Supermarket Chain of business in North America

Application: Firefly

Description: One of the largest retail supermarkets in US, running with 45 stores. Yearly income comes around 8.3 billion. Invoice processing: Monthly volume: 52,000 invoices.

Process: Indexing & Audit, Invoice approval & Export   Team Size: 10

Key Result Areas:

- Introduced "Integrated sampling tool" to perform customer audit laboratory
- Tactical analysis to maintain SLA
- Financial impact validation to avoid incorrect payment
- Built High Dollar alert through Exception queues
- Refined Vendor lookup logic to strengthen Correct Vendor payments

Project Name: Leading FMCG in Camden , New Jersey

Application: Firefly

Description: The Campbell soup is an American producer of canned soups and related products. It is headquartered in Camden, New Jersey.

Process: Indexing & Audit, Invoice approval & Export Team Size: 8

Key Result Areas:

- Vendor wise pattern analysis to improve the "First pass Rate"
- Special & Rare instruction Tracker for specific vendors,
- Introduced "RAST audit tool" to handle critical auditing.

Digital Transformation Initiative (RPA - Robotics process automation)

End 2 End Automation: Invoices directly shipped to customer without any manual intervention. Invoice contains more than 50 fields, here based on Business rule engines, field skips enabled, and certification triggered to direct customer shipment. Rule engine contains predefined rules for each field, Input was directly taken from OCR xml and output provided based on the customer requirement.

- Preparing test cases and\or rules for automation.
- Analyzing the rules involved in automation regarding invoice processing.
- Run the trial and circulating the Quality metrics to the management.
- Analyze the issues in the executed trial and provide the solutions to fix the issue.

Pacific Versatile Pre Media, Pune — Started as Junior Processor in Quality Assurance July 2015 - April 2016

Worked in E-Publishing industry as QA for E-books and for Animation Videos.

Quality check for OCR extraction text.

EDUCATION

King College of Technology, Namakkal, TamilNādu — *B.E*

Aug 2011 - Apr 2014

Completed B.E specialization in Computer Science and Engineering

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Yours's

Neethish A