Kuralarasan N

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Executive Summary

Results-driven Support Engineer L2 (Applied Data Science) at Blue Yonder with a strong background in **Data Analytics, Product Support, and Incident Management.** Over **7 years of experience** across industries like **healthcare, logistics, and technology**, with expertise in **Snowflake, SQL, SNOW, Salesforce, JIRA, Elastic stream, Airflow DAG, Error Logs, Root Cause Analysis, Data Visualization, Machine Learning, Dashboarding, Data Storytelling, Python, GenAI, Machine Learning.**

Previously, I worked as a **Client Partner at Access Healthcare**, specializing in **Medical Billing & RCM**, and as a **Senior Process Associate at Bluez Infomatic Solutions**, focusing on **Project Management, HCM and MIS Reporting**. Gained hands-on experience as a **Freelance Data Analyst at ARDEM**, handling **logistics billing**. Spent **2.5 years at Tech Mahindra as a Data Analyst**, excelling in **product support, customer handling, statistical data analysis, and reporting.**

Currently, at **Blue Yonder**, we manage **product support, Snowflake, Airflow DAG, Elastic Stream, JIRA, SNOW, and Salesforce**, while managing **incident and escalation management.**

Certified by **Microsoft, Snowflake, and LinkedIn**, demonstrating expertise in cloud platforms and enterprise solutions. Passionate about leveraging data-driven insights, automation, and emerging AI trends to drive business success. Actively seeking data-driven roles where I can contribute with Data Science Analytics.

Experience

Support Engineer L2 (ADS), Blue Yonder – Coimbatore (Remote)   March 2024 – Present

- **Provide technical support and troubleshooting** using **Snowflake, SQL, Python, Airflow DAGs, Elastic Stream, SNOW, Salesforce, and JIRA**, ensuring system reliability and performance.
- **Manage data pipelines and workflows** using **Airflow DAGs and Snowflake**, optimizing performance and scalability and reduced the resolution time by 20% with proper **SNS updates**.
- **Write and optimize SQL queries** for data extraction, transformation, and analysis to support business needs. Which streamlined the L2 workflow and reduced workflow to the L3 team by almost 30%.
- **Monitor and debug data pipelines**, ensuring smooth integration with various systems such as **Elastic Stream, Snowflake, and Salesforce.**
- **Investigate and resolve complex technical issues**, working closely with cross-functional teams and leveraging tools such as **JIRA and ServiceNow (SNOW)** for tracking and resolution.
- **Conduct root cause analysis (RCA)** for recurring issues and implement long-term solutions to improve system stability.
- **Manage incidents & escalations**, ensuring timely resolution while adhering to SLA & minimizing business impact.
- **Collaborate with product and development teams** to implement fixes, enhancements, and system improvements.
- **Create & update technical documentation & KBs**, ensuring effective information sharing within the team.
- **Utilize Azure cloud services** and other relevant technologies to optimize infrastructure and performance.
- **Continuously learn and stay up-to-date** with the latest advancements in **Snowflake, Python, SQL, and cloud technologies** to improve support strategies.
- **Provide training & mentorship** to team members, sharing knowledge on data analytics, troubleshooting, & system optimization.

Data Analyst, Tech Mahindra – Coimbatore (Remote)   Sept 2021 – Feb 2024

- Analyzed customer data to reduce resolution time by 30% , Improved client satisfaction metrics by providing **technical and service support.**
- Customer query management and solving the day to day queries
- This was a fast-paced project with daily deliverables such as **the issue/query has to be resolved on daily basis.**
- Encountered queries with **Payments, Delivery, Technical & Service** with **AWS Workspace Environment**
- **Email support for the customers** with the appropriate resolution with appropriate **decisions & process conditions with the guidelines**.
- **Created various Excel documents** to assist with pulling **metrics data and presenting information to stakeholders** for concise explanations of best placement for needed resources.
- **Collaborated with business-unit leaders** to identify and prioritize problems.
- **Documented effective and replicable methods** for extracting data and organizing data sources.
- Used **statistical methods to analyze data** and generate useful business reports.
- **Synthesized complex analytics-derived insights** into easy-to-understand, actionable recommendations for business users.
- Identified, analyzed and **interpreted trends or patterns in complex data sets.**
- **Produced monthly reports** using advanced Excel spreadsheet functions. Developed customized reports, summarizing and presenting data in visually appealing format.
- Analyzed data to **identify root causes of problems and recommend corrective actions**.
- **Optimized data access and storage** to improve performance of analytics systems.
- **Updated and developed scripts and queries** to extract and analyze data from multiple sources.
- **Collaborated with stakeholders** to identify business needs and data sources.

Data Analyst, ARDEM Incorporated – Coimbatore (Remote)   May 2021 – Sept 2021

- This is a freelancing Logistics Billings Data Analytic profile
- Analysing the US Based Logistics Billings and updating the profile in accordance
- Supported US-based clients in high-volume, night-shift environment.
- Worked with business intelligence software and various reports to glean insights into trends and prospects.
- Upheld security and confidentiality of documents and data within area of responsibility.
- Participated in requirements meetings to understand business needs.
- Utilized data visualization tools to effectively communicate business insights.

Senior Process Associate, BLUEZ INFOMATIC – Coimbatore, TN   Jan 2020 – Feb 2021

- Reduced time to render user buddy lists by 75% by implementing a prediction algorithm
- Integrated iChat with Spotlight Search by creating a tool to extract metadata from saved chat transcripts and provide metadata to a system-wide search database
- Redesigned chat file format and implemented backward compatibility for search

Client Partner, Access Healthcare Services – Coimbatore, TN   July 2018 – Nov 2019

- This is all about Medical Billing (RCM) process, I have worked for 1.5 years as Process Executive
- The process requires advanced data entry knowledge with understanding of the RCM concept and basic tally operations
- Having experience of training new comers to the field and also having experience of taking daily assessment to the team
- Have awarded as **Best Performer for the Quarter 3 times**.
- Achieved established KPI for company, regional team and individual performance through teamwork and focus on customers.

Certifications

Technical

- **Snowflake:** Hands-On Essentials: Data Warehousing Workshop — Feb 2025
- **Snowflake:** Hands-On Essentials: Collab, Marketplace and Cost Estimation — Feb 2025
- **Snowflake:** Hands-On Essentials: Data Application Builders Workshop — Mar 2025
- **Snowflake:** Hands-On Essentials: Data Lake Workshop — Mar 2025
- **Snowflake:** Hands-On Essentials: Data Engineering Workshop — Apr 2025
- **JIRA:** Learning Jira Software - Linkedin — Aug 2024
- **GenAI:** Discover the Possibilities of Generative AI - Linkedin — Feb 2025
- **GenAI:** Introduction to Prompt Engineering for Generative AI - Linkedin — May 2024

Data Analytics

- Career Essentials in Data Analysis - **Microsoft and LinkedIn** — Jun 2023
- Data Analytics Essentials - **Cisco** — Jun 2023
- Learning Data Analytics 1: Foundations - **Linkedin** — May 2023
- Learning Data Analytics 2: Extending and Applying Core Knowledge - **Linkedin** — Jun 2023
- Introduction to Career Skills in Data Analytics - **Linkedin** — May 2023

More: *10+ Certifications on Customer Handling, Managing Conflicts, Negotiation, Emotional Intelligence and etc.,*

Education

B.Sc in Electronics and Communication Systems — 2015 – 2018

Bharathiyar University - *Coimbatore,*

- GPA: 7.44/10
- **Projects:**
    - IoT Based Transportation Monitoring and Information System - Recognized by ITII for Smart City Projects.
    - Arduino Based Plugin-External Music Box -PlugnPlay

Technologies

Languages: SQL, Python.

Tools: Snowflake, SNOW (ServiceNow), Salesforce, Elastic, Excel, Powerpoint, Airflow, JIRA, Jupyter Notebook, Power BI, NLP.