|  |  |
| --- | --- |
|  | Mohan Kumar  **Handy:** 0151 57415240  **E-mail:** [mohain@gmail.com](mailto:mohain@gmail.com)  **LinkedIn:** <https://www.linkedin.com/in/mohankumar-n/>  **Address**: Worringer strasse, Düsseldorf, Deutschland |



**IT Service Delivery | Data/BI Analyst | IT/Application Support**

|  |  |
| --- | --- |
| **PROFILE & VALUE**   * A result-focused and an astute professional spanning 10+ years in IT & ITES domains; extensive experience in delivering positive outcomes in areas of Service Delivery, Application Support …. * Multi linguistic communicator, highly developed interpersonal skills coupled with European business culture and stakeholders * Capable of defining strategies with deliverable’s, and ensure clear communication across a cross-functional team | **EXPERTISE**  Monitoring & Reporting  Incident Management  Service Delivery  Delivery management  IT Application Support  Product Management  IT Support (L1 & L2)  ITSM  Business Intelligence  Process automation |

**EDUCATION & CREDENTIAL**

|  |  |
| --- | --- |
| **Academia** | * Bachelor of Science (Computer science) |
| **Languages and Certifications** | * English (C1 equivalent) * French (B1 equivalent) * German (A1) from Goethe Institue * ITIL V3 Foundation from AXELOS |
| **IT Proficiency** | * Knowledge in XML, .NET, ASP, VisualBasic... * Programming Langue – Python….. * Softwares - SAP SuccessFactors, Adobe Photoshop….. * BI tools – KNIME, Power BI, TIBCO Spot fire and Superset * Ticketing tools - Clear Quest, Cornerstone and JIRA * Database – MySQL and MS SQL Server |

**CAREER PROGRESSION**

03/2022 – Present **WebID solutions** (Düsseldorf) BI & Data Analytics Specialist

*Highlights*

* Dashboards for multiple users within using Power BI.
* Live dashboards for Management team using Apache Superset.
* Process automation like report generation, email sender….
* Data download, manipulation, refresh and transfer using Python and Excel.
* Multiple IT related activities on a daily basis.
* Automation in Forecasting.

*Dec 2016 – Nov 2018* *Juice UP (Was subsequently shelved due to poor patronage)* *Project Owner*

*Highlights*

* *Ideate and implement an automated retail juice vending system*
* *Research the idea, workflow procedure, raise funds for the startup, develop the front design and the back of house setup*

03/2015 – 09/2016**AXA Technologies Shared Services** (Bangalore and Paris)**Subject Matter Expert**

*Highlights*

* Team Lead for IT support and data analyst teams in India.
* Service delivery Manager for IRIS platform globally. (France, Poland and Spain)
* A reliable source of information, proactively managing customer’s functional needs into technical specifications
* Experience with cross-functional teams and multiple stakeholders
* Technical specialist and competence in ITSM process and product management.

03/2013 – 03/2015 **BI/Data Analyst**

*Highlights*

* A client-facing role, driving the end-to-end implementation of Business Intelligence engagement
* Delivery management (Delivery Director):
  + Bridge between the programmer and the executor during file execution.
  + Plan and control the delivery on each execution of package(files)
  + Monitor the production server to identify incident.
* Information security management:
  + Work on Access management using ITIL standards.
  + Create, provision, delete and manage users, groups and roles for different systems using Active Directory.
  + Manage role assignments in development and pre-production servers
* Document management:
  + Manage and control all process related documents within shared drive, without external software.
* Incident Management:
  + Handle L1 and L2 incidents within Data Management team.
  + Identify L3 incidents and assign to production technical team members.
  + Introduced best practices and procedures for faster resolution of Incidents

09/2011 – 03/2013 **Senior Software Engineer**

*Highlights*

* Business Intelligence Monitoring and Reporting:
  + Monitoring the execution of files in production server.
  + Daily reports (SQL Management studio) on the availability of applications.
* Experience in dealing with system logs, especially network traffic analyzes, payload, event logs, application logs, etc..

**PREVIOUS EXPERIENCE**

01/2010 – 09/2011 I Gate (Bangalore) **Senior Process Associate**

*Highlights*

* Handling online banking and insurance transactions (only individuals) within Canada.

11/2008 – 01/2010 HSBC (Bangalore) **Associate**

*Highlights*

* Handling multiple online banking transactions (individual and corporate) within France.

*07/2008 – 11/2008 Aditya Birla Minacs (Bangalore) Associate*

*Highlights*

* *A typical French call center selling Bank credit cards.*

01/2005 – 12/2005 ADIVA Systems (Chennai) **Programmer Analyst**

*Highlights*

* Developer or programmer, coded in .NET, XML, ASP and JavaScript. Queries in SQL and Python.
* Knowledge in runtime analysis and procedures for ensuring the correctness of software components (test, validation, verification) in the environment of parallel and distributed systems.

**ADDITIONAL INFORMATION**

**Year of Birth** : 1982

**Marital Status** : Married

**Nationality :** Indian

**German work permit** : EU Blue Card