

Ragul Raju

Technical Support Engineer

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📍 2/51, Odakkadu pudhur, Gandhi Ashram
(P.O), Thiruchengode (T.K), Namakkal
(D.T), 637201.

EDUCATION

**MAHENDRA ENGINEERING COLLEGE,
UNDER ANNA UNIVERSITY**

GPA: 7/10

Namakkal, Tamil Nadu

B. Tech Information Technology (Apr 2018)

Awards & Honors

- Software Engineering Module Design

Extracurricular Activities

- Event manager for Guest Seminars

ADDITIONAL SKILLS

- Time management, Great team player.
- Good leadership skills and communications.
- Photographer (Candid).

CERTIFICATIONS

- Embedded systems on IoT.
- Android App development.

LANGUAGES KNOWN

- ✓ **English** – Read/Write/Speak
- ✓ **Tamil** – Read/Write/Speak

CAREER OBJECTIVE

Seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

EXPERIENCE

ENGINEER

CSS Corp Pvt Ltd (Project: Palo Alto Networks), Chennai, Tamil Nadu / Jan 2020 - Present

- Excellent Handling on worldwide Palo Alto Networks customers on Return Merchandise Authorization and Service logistics management.
- Providing technical support to customers 24/7 via emails and calls, Good Knowledge of Licensing the Firewalls, Panoramas and Virtual Machines (VM- Series)
- Providing support for worldwide Palo Alto Networks customers and technical troubleshooting team.
- Troubleshot customer issues over phone and provided remote support (Licensing issues).
- Expert in internet surfing for the solutions. Researched issues and effectively communicated findings.

TECHNICAL SUPPORT ENGINEER

Axletree Solution India Pvt Ltd., Chennai, Tamil Nadu / Apr 2019 - Jan 2020

- Provided technical support in SWIFT applications to customers 24/7 via emails and calls, tracking customers issue through tickets using SDP ticketing application.
- User management, profile creation & RMA Management/Establishment in SAA. Generating reports of operator/profile changes, and RMA authorization/query based on customer's request
- Sound knowledge of AML application (PRIME compliance suite) and done regular OFAC updates from FIS.
- Monitoring FTP/SFTP for customers and addressing the issues if any. Responsible for health checks, weekly and monthly maintenance activities on servers to ensure reliable, steady, and sustainable availability

REFERENCES

LEENET TRESCY COELHO, Project Manager, CSS Corp

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