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Aswini N

Junior ERP Technical Support Specialist

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Profile

Detail-oriented ERP Technical Support Specialist with 4 years of experience delivering Level 1 and Level 2 support across various ERP platforms. Skilled in resolving user issues via calls and ticketing systems, performing backend bug fixes, code-level debugging, and developing custom reports using SSRS and Crystal Reports. Experienced in attending meetings and providing effective solutions for critical logic challenges. Known for strong analytical skills, quick issue resolution, and ensuring seamless ERP operations for cross-functional teams.

Summary Of Experience

- Created parameterized Crystal SSRS reports with cross-tabs, dynamic prompts, sub-reports, and charts—enabling users to analyze inventory, finance, and QA data interactively and reducing manual report requests by 30
- Gathered and documented user requirements, writing detailed functional specifications and designing ERP screens and workflows—improving feature acceptance and reducing rework by 20
- Removed performance bottlenecks by tuning SQL queries, optimizing stored procedures, and redesigning views—cutting report run-times by 50
- Established incident triage and escalation process for L1/L2 bug fixes—structured ticket handling, introduced root-cause analysis, and automated support workflows, resulting in 15
- Coordinated cross-team deployment and QA reviews—joining daily stand-ups with development, QA, and ops teams to plan code drops, manage hotfixes, and validate deployments, achieving zero post-release defects across three quarterly releases .

Skills

Tools and Languages	NET Web API, C, ASP.NET, Entity Framework, Angular ,SQL Server, Oracle, SSRS (SQL Server Reporting Services), Crystal Reports
Communication	English (reading and writing), Tamil (fluent speaker)

Technical Experience

Junior ERP Technical Support Specialist / Machinery ERP

Premier Evolvics Pvt. Ltd

June 2019 — Present

Coimbatore, TamilNadu

- Resolved 50 monthly support tickets across Sales Order, Forecast, Production Job Card/Order, KIT, Move Order, Pickslip, Sales Invoice, GRN, Delivery, QA, and Finance modules—maintaining 99
- Automated SQL-based report generation for inventory, material issue/receipt, and stock valuation—saving 10 hrs/week and reducing data discrepancies by 25
- Collaborated with production team to troubleshoot and refine Job Card/Order workflows, cutting processing time by 30
- Assisted Finance in monthly reconciliations by validating GRN/Sales Invoice matching—identifying and correcting 100+ discrepancies, improving financial audit readiness.
- Trained 20+ end-users on QA, RD, and reporting modules; created user docs and reduced repetitive support by 20

Education

B. Tech(Information Technology), KIT- Kalaingar Karunanidhi Institute Of Technology

2013-2017

HSC, Government Higher Secondary School

2013

Activities

Training on “WEB DEVELOPMENT”, at “UNIQ TECHNOLOGY”, in Coimbatore for a time period Of 7 days	11-06-2015 — 18-06-2015
Attend a workshop on the topic “ANDROID APP DEVELOPMENT”, conducted by “UNIQ TECHNOLOGY”, in Coimbatore	18-06-2015
Attend a seminar on the topic “INTERNET OF THINGS –TO CONNECTED WORLD”, conducted by “ Kalaingar Karunanidhi institute of technology	Sep 2014

Personal

Date of birth	23-03-1996
Father's name	Mr.M. Nataraj
Mother's name	Mrs.N.Subbulakshmi
Address	-