MANORANJAN MANGARAJ

DESKTOP ENGINEER

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Summary

I want to become a Network Engineer. I love to work in challenging environment new skill and enhance the same for company's growth and development, hardworking nature along with good communication skill to explore the requirement and come up with an innovative solution.

Experience

ideas 4 Transformation   **July2024 -present**
IT Executive   Bangaluru
🔗 https://www.i4t.in/companyoverview.php

Application Support & infrastructure (Fusion Applications)

I manage and troubleshoot Fusion Applications, including retail systems for sales transactions, inventory control, and customer relations. I provide timely support to ensure seamless application performance and smooth business operations.

Store Operations Support:

I coordinate store opening and closing processes, guide technical steps, ensure accurate sales data posting and system resets, and resolve data issues, ensuring smooth flow from point-of-sale systems to the database.

Fast Troubleshooting & Incident Management:

As an L1 support professional, I promptly resolve infrastructure and application issues, diagnose root causes, and escalate when necessary, ensuring smooth operations and minimal disruptions, especially during critical peak business hours.

Ticketing and Issue Resolution:

I manage IT support tickets, from logging to resolution, ensuring timely closures. I escalate unresolved issues effectively, maintaining systematic tracking and contributing to high customer satisfaction levels.

Education

Gandhi Institute for Technology   **Nov 2022 - Nov 2024**
2year
7.72

Master of Computer Applications

Kshitrabasi Dayanand Anglo Vedic College, Nirakarpur   **Sep2017 - Nov2020**
Bachelor of Science (BSc)
7.75

Bachelor of Science (BSc)Zoology Horns

Janata college Kuhuri , Khurdha   **March 2015 - April 2017**
Higher Secondary
51%

Projects

McDonald's IT Support and Application Management   **July2024 - Present**

The McDonald's project focuses on providing IT support for retail operations, ensuring seamless store opening and closing processes. This involves managing sales data posting, troubleshooting technical issues, and ensuring smooth system resets. The project also includes maintaining and supporting Fusion Applications used for sales transactions, inventory control, and customer relations. Additionally, it leverages Power BI to analyze store performance. Efficient ticket management, incident resolution, and collaboration with store personnel ensure operational continuity and enhanced customer experience in McDonald's outlets.

Skills

Tools - SQL , HTML , Excel , power bi , Fusion

Soft Skills: Communication, Leadership, Goal-Oriented, Adaptability, Problem solving and critical thinking, Time Management, Problem-Solving

Professional Skill : Application Support, Infrastructure Management, Data Analysis, Incident Management, Ticketing System Expertise, Troubleshooting Skills, Collaboration & Coordination

Certifications

Big Data Technologies

Future Skills Prime, Noida

Robotics Workshop

GIFT Bhubaneswar, Odisha

Useful Excel for Beginners

O Level

Languages

ENGLISH , HINDI , ODIA