Notice Period: 30 days

Actual Compensation: SGD S$ 4,980.00

Expected Compensation : SGD S$ 5,500.00

Reason For Leaving: Looking for a better career opportunity

Nationality: Indian

Visa Information: Permanent Resident (PR)

✉ 250, #10 -344, Bangkit Road, Singapore 670250

📞+65 93206270

💻anandselvin123@gmail.com

ANAND SELVIN

OBJECTIVE

Having passion in supporting IT applications and providing customer support. I am seeking job in a growth-oriented organization where I can learn new technologies/skills and utilize my skills to the full potential.

SKILLS & ABILITIES

Innovative, articulate technical and Customer service expert

ITIL v3 Certified professional

IT Professional with working experience in the Software Development Life Cycle (Analysis, Development, Testing, Training, Documentation, Implementation and Support)

Maintain good rapport with clients, explaining complex technical issues in simple terms

Provide 1st& 2^{nd}level, 24*7 standby support. Deal stressful situations.

Developed applications using Power Builder, VB.net, Crystal reports, Oracle/MS SQL, XML, COBOL/400, RPG/400

Supported applications running on Windows, Unix, Linux, Oracle & AS/400 platforms, Visual Basic, ASP.net and Ajax Java

Used testing tools Win Runner, Test Director& Quick Test pro

Report, Handle, Escalate cases via CRM tool Salesforce, JIRA, Redmine.

Business Knowledge on Logistics management &Customs pre-clearance

Troubleshoot Linux, Mule Soft, Active MQ, Apache Tomcat issues

WORK HISTORY

BLUJAY SOLUTIONS PTE LTD. SINGAPORE

Since March 2017

Customer Support Manager

- Manage, Lead, Train, Mentor frontline and backend support teams in APAC region covering local and overseas

- Incident and Problem management

- Handle escalations, conduct meetings, service review with customers. Submit monthly reports to management.

- Ensure customer satisfaction based on Service Level Agreement

- Provide technical support at different time zone during critical operation failures

Achievements

- Deal stressful situations in a calm manner especially when critical production issues are raised by customers dealing

with Logistics operating in more than countries 24x7.

- Manage customers in the APMEA region, maintaining good relations with them, ensuring satisfactory level.
- Troubleshoot using Linux commands, SQL. Check server logs in MuleSoft, Active MQ, Tomcat.
- Support Transport Management System (TMS) application
- Remotely oversee frontline & backend teams operating overseas. Lead & manage backend team locally including rostering of standby duties. Work with support, technical and development teams across the globe.

KEWILLL PTE LTD., SINGAPORE

July 2012 to February 2017

Team Leader

– Lead the backend technical support team in APAC region

- Mentor, Train team in troubleshooting and case handling
- Prepare Major Incident and Problem reports
- Meet customers, gather requirements for change requests, Co-ordinate with RND & Professional services team

Achievements

- Provide application support for Transport Management System [TMS] & Warehouse Management System[WMS]
- Trained &Established a remote support team overseas to cover different time zones
- Established good relations with supply chain logistics customers in APAC region providing solutions and 24x7 technical support

KEWILLL PTE LTD., SINGAPORE

March 2006 to June 2012

Senior Applications Consultant [Support]

– Raise/Handle tickets via Footprints & JIRA

- Provide frontline & level 2 technical support via phone calls, emails and web portal by logging remotely to customer PCs.
- Train end users on customs pre-clearance& freight forwarding software; Prepare user guides and manuals
- Onsite & offsite installation of software
- Recommend hardware for supported applications, Fix minor Hardware, Network and Operating System issues in PC

Achievements

- Conducted training on Singapore Customs Pre-clearance procedure and software to a class of 30 students conducted

every 2 days for a period of 3 months at Republic Polytechnic

- Technical troubleshooting on applications developed using VB.net, ASP.net, VB++, Oracle/MS SQL, Unix, Java

- Provide 24x7 standby support for SG customs pre-clearance, Freight forwarding applications such as Tradenet, iCMS [internet Cargo Management System], Logistics 2000

- Maintain good rapport with customers from SME to big logistics, Freight forwarding companies in APAC region

IPACS E SOLUTIONS (S) LTD., SINGAPORE

August 1998 to November 2005

Senior Quality /Applications Development Consultant

- Develop & maintain support for logistics software used by Freight forwarding companies running on AS/400 platform

Achievements

- Collect requirements, prepare functional specification and develop customized software for clients in COBOL/400, RPG/400, CL/400.

- Develop functions in VB &reports using crystal reports

- Lead Quality control team for software developed in Oracle.

MASTECH SYSTEMS CORPORATION., SINGAPORE

November 1997 to July 1998

Software Engineer

- AS/400 programming for Freight applications in COBOL/400, RPG/400, CL/400

Achievements

- Fine tuning of performance issues in the freight software running on AS/400 using C++/400

- Worked on programming Freight net 400 to make it Y2K compatible

ISIS INTERNATIONAL PTE LTD., SINGAPORE

March 1997 to October 1997

Analyst programmer

- Development of banking applications and reports in AS/400 using COBOL/400, CL/400 and RPG/400

Achievements

- Developed the Validation module for United Overseas Bank's Bill Payment System where various bill paying organizations use different formulas for their reference number.

LINC SOFTWARE SERVICES PTE LTD., BENGALURU, INDIA

April 1996to March 1997

Systems Executive

- Programmer in AS/400 using COBOL/400, CL/400, RPG/400

Achievements

- Entire migration & restructuring of a COBOL application running in S36 native environment to AS/400 in COBOL/400, DB/400 for Mc Kesson Drug Company, US

EDUCATION& PROFESSIONAL QUALIFICATIONS	**BISHOP HEBER COLLEGE, TIRUCHIRAPALLI, INDIA.** Master of Computer Applications (1993 – 96) **SCOTT CHRISTIAN COLLEGE, NAGERCOIL, INDIA.** Bachelor of Science (Physics) (1990 – 93) **Singapore Customs Business Competency Program Part I & II** **ITIL Foundation Certificate in IT Service Management** **Red Hat System Administration Course I** **Cyber Security Basics** **Preventing Bribery and Corruption** **Security Awareness Training with Kevin Mitnick.**
PERSONAL DATA	Date of Birth : 17 May 1973 Nationality : Indian Status in Singapore: Permanent Resident Availability:2 months
REFERENCE	Wong Soo Fan, Director, Sales, Blujay Solutions Pte. Ltd. Email:soofan.wong@blujaysolutions.com Mobile : +65 9665 4469