**S.SATHIYA**

**Contact:** 7904748117

**Email :**saga.sathiya@gmail.com

**OBJECTIVE**

Seeking a challenging position where my technical knowledge and skills can contribute to the development of the organization.

**Academic Credentials**

* **M.Tech (CSE)**,(2010-2012)from Bharat University distinction with 8.3CGPA.
* **B.Tech (IT)** (2006-2010) in Thiruvalluvar Engineering College affiliated to Anna University, Chennai with an aggregate of 73%.

# IT Experience

**Organization : SifyTechnologiesLimited**

**Experience : From April 2016 to April 2018**

**Role : Data Engineering and Data Analyst**

DEDA Responsibilities :

* To Communicate and work with the clients and to understand their requirements of the data.
* To create, update, load files and modify the database as per the requirements.
* To analyse, update and fix any gaps in database with new requirement from client during project is live.
* To generate reports and balancing the live data with previous year data in tables and delivering reports using company’s tool to client once the website is completed.

**Organization : SifyTechnologiesLimited**

**Experience : From June 2014 to April 2016**

**Role : CRM (customer relationship management) & ICU support**

**(device configuration) & Monitoring Engineer**

CRMResponsibilities 1:

* Discovering new device configuration in Beamon and CA Tool.
* VPN access has been enabled & disabled as per service request.
* Enabling rights for end user for login group wise related.
* Creating escalation management (SLA/OLA) for concern requirement.
* Prepare manual analysis & change management reports related towards monitoring process

Monitoring Engineer Responsibilities 2:

* Monitoring Network and Corporate links.
* Effectively handle user queries and try to solve them as per the stated business rules and SLA.
* Checking logs and reporting to the customer.
* Creating Tickets for user queries and actively resolving them with the ticketing tools namely sify infodesk and oracle CRM.
* Follow timely escalation procedures and adhere to work processes.

**KEY SKILLS**

**Languages** : HTML, CSS, SQL

**Database** : Oracle

**Utilities**  : FileZila, Notepad++.

**PERSONAL DETAILS**

* **DOB :** 31/10/1987
* **Father’s name :** K. Sagadevan (late)
* **Mother’s name :** S. Shanthi
* **Languages known :** Tamil, English

**DECLARATION**

I hereby declare that the mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the mentioned particular

**Place: Pondicherry** **(S.Sathiya)**