KARUNAKARAN P

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ABOUT ME

Experienced retail specialist with 5 years of proficiency in stores backend operations, POS, stock management, and finance. Proven success in streamlining operations and improving financial efficiency. Tech-driven and dedicated to excellence in retail processes. Eager to contribute expertise to a dynamic retail team

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EDUCATION

- Bachelor of Engineering in Electronics and Instrumentation at M. Kumarasamy college of Engineering 2014 – 2018

EXPERIENCE

IT Analyst at TATA Consultancy Services   **2019 - Present**

Enterprise Reliability Services Team   **2019-2022**

Role & Responsibilities:

- Worked in a dynamic 24/7 production support environment, adept at swiftly resolving technical issues and providing support to ensure uninterrupted operations.
- Proficient in handling incidents (UI/Alerts) in ServiceNow within SLA, effectively reducing MTTR percentages.
- Responsible for guaranteeing the successful execution of all batch jobs for respective stores, ensuring seamless business operations.
- Conducted in-depth analysis of production issue trends, leading to the creation of problem tickets for each application. Ensured adherence to support service level agreements.
- Developed UNIX Shell Scripts deployed in both Test and Production environments for diverse monitoring activities, ensuring the overall smooth functioning of the business.
- Innovated by creating solution scripts in the IKLICK platform to address recurring issues, facilitating one-click incident resolution

AMS Stores Backend Operation Team   **2022 - Present**

Role & Responsibilities:

- IT system reliability by identifying and fixing issues, creating standard procedures, automating workflows, and applying code solutions for problem resolution.

BP Store Transition

- Key player in BP store onboarding process, ensuring seamless integration.
- Successfully addressed diverse issues for newly opened stores, encompassing goods, Emballage, and daily stock and sales reports.
- Developed daily monitoring procedures and added visual dashboards in CMF.

Jan Linder's Store Transition:

- Played a vital role in onboarding Jan Linder's Store, contributing to a smooth transition.
- Addressed issues for both conversions and new stores, ensuring accuracy in the Weekly POSA report contains accurate and reliable data.

Automation:

- Implemented one-click automations for Sales and Stock Administration servers, streamlining the validation of message flow backlogs.
- Developed AIOPS scripts for efficient Stock processing and to address application job failures

WHAT CAN I DO FOR BUSINESS?

- Take full ownership of the team, applications, and service delivery.
- Provide solutions to complex problems with strong technical and logical knowledge.
- Specialize in PL/SQL and Unix Shell scripting.
- Manage end-to-end delivery processes.
- Ensure clear and effective communication.
- Encourage professional development.
- Proactively identify and address potential issues.
- Foster a collaborative culture for open communication and knowledge sharing.

TECHNICAL SKILLS

- UNIX Shell Scripting
- SQL/PLSQL
- Informatica PowerCenter
- Azure Basics

SKILLS

- Project management
- Leadership
- Priority Issue Handling
- Communication
- Problem-solving
- Technical expertise
- Attention to detail

CERTIFICATIONS:

- Azure Fundamentals
- Azure Administrator Associate
- Oracle Cloud Infrastructure