

TOM S. CHEMMALAKUZH Y

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8750 E McDowell Rd, Apt 22, Scottsdale, AZ 85257

Experienced IT Professional skilled in driving process innovation and achieving business objectives through cross-functional collaboration. Expertise includes data analysis, IT system analysis, development, and operations. Pursuing a Master's in Computer Science with a passion for innovation and hands-on software development experience. Eager to collaborate with seasoned professionals in the industry, I aspire to contribute my expertise to a dynamic team of Business Analysts.

PROFESSIONAL EXPERIENCE

Verra Mobility | Mesa, AZ IT Business Analyst

2023 - Present

- Proactively managed customer queries, resulting in a 25% decrease in escalations and ensuring seamless workflow.
- Utilized ServiceNow to expertly manage an average of 227 weekly tickets, maintaining an exceptional 98% resolution rate, resulting in optimized IT support processes and increased overall business performance.
- Engineered custom software solutions tailored to user specifications, streamlining systems, conducting data analysis, and generating comprehensive reports to enhance operational efficiency.
- Ensured seamless operations by resolving 3000+ technical issues, elevating overall business performance.
- Applied analytical thinking and problem-solving skills to address complex user queries and develop innovative solutions, demonstrating readiness to tackle unfamiliar situations with support.
- Collaborated effectively with diverse teams throughout the organization, engaging with operational leaders to understand business systems, processes, objectives, challenges, and areas for improvement.

Love My Colon | Remote IT Support Specialist

2021 - 2023

- Delivered technical support to over 500 users, resolving issues with computers, phones, printers, software, and hardware, resulting in enhanced efficiency and minimized downtime.
- Improved client data integration using Booker and Microsoft Excel, resulting in faster profiling and increased bookings.
- Conducted network security analysis and proposed solutions for system enhancement.
- Enhanced satisfaction by 25% with AI-driven automation, freeing up the team for higher-level support.

Be More Clean | Remote Lead Technical Advisor

2020 - 2021

- Utilized software tools effectively for data analysis and communication leading to 20% boost bookings and sales.
- Partnered with stakeholders to enhance procurement efficiency and savings in Invoice Processing and Customer Care.
- Prioritized and directed queries, emails, and messages to the suitable department or team member.
- Coordinated activities with a remote team to meet 100% project goals and deadlines.

EDUCATION

University of Hertfordshire

2023 - Present

Master of Science Candidate; Major in Computer Science with a Concentration in Software Engineering

- Data Structures & Algorithms
- Principles of Machine Learning & AI Programming

SKILLS

Platforms:

- Windows, Mac OS, iOS, Android,
Linux, Windows SQL Server 2012

Languages:

- Python, HTML/CSS, JavaScript, SQL

Tools:

- Active Directory, Office 365,
ServiceNow, PowerShell, Visual
Studio, GitHub, Microsoft Office

Techniques:

- Software Development Lifecycle
- Agile Development
- Project Management
- Data Visualization
- Business Analysis
- Critical Thinking
- Collaborative Acumen
- Bilingual: English & Malayalam

REFERENCES

Rejoys Thomas

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