**Thangam Kanimozhi Manoharan**

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**Technical Support Specialist / Analyst / IT Ops Support Specialist**

Detail-oriented Computer Technician with over nine years of high-quality technical service experience in a large corporate environment for internal and external clients ranging from executives to end-users. Looking to provide exceptional customer service troubleshooting and repairing a full range of desktop, laptop, multifunction printers, Microsoft Office products, Blackberries and Remote Support Tools. Information technology professional with a background in project management, business and systems analysis, installation and configuration seeks position as a Systems Analyst in a fast-paced startup.

**Skills**

* **Operating Systems:** Windows NT/2000/ 2003/XP Professional, (workstation & server), Vista, Win 7, 8, 10/ME MS-DOS, mac OS, UNIX, and Linux.
* **Soft ware’s:** MS Word, Ms Excel, MS-Outlook PowerPoint, HTML5, CSS, Java Script, ASP. Net, and Visual Basic Script web programming, FileNet, ASP.net, AS/400, Oracle Financials, Mainframe OS-390, My SQL, SQL, PL/SQL, Siebel / People soft Claims Insurance system, Remedy, IBM Maxi-mo Ticketing system.
* Extensive knowledge about Active Directory, IIS, proxy, firewalls, routers, ACL, Subnetting, ip4 and ip6 addressing.

**Expertise:**

* Quick learner with ability to translate complex ideas and processes into technical facts or persuasive non-technical presentation.
* Excellent organizational skills, Multi tasking skills and ability to prioritize workload
* Attention to detail and precision, solid work ethics concerning meeting deadlines and reliability.
* Documentation.
* IT security best practices
* Interpersonal skills

**Experience**

**Windows System Administrator**

**SSVM World School Jan 2012 - Mar 2017**

* Performed daily system monitoring, verifying the integrity and availability of all hardware, server resources, and reviewing system and application logs
* Provided server maintenance and installation, desktop deployment and maintenance, and end user support
* Managed and created Active Directory accounts, network shares, and printing services
* Performed daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media
* Responsible for applying security updates and patches on servers, desktops, ipads, tabs and laptops.

**IT Ops Support Specialist**

**Capital One Mar 2011- Dec 2011**

• Provided system access to users based on approved requests   
• Assisted Audit Management in preparing for upcoming audits   
• Followed defined compliance and organization procedures and processes   
• Performed audits, evaluations, and reviews of products and processes

• Documented processes and procedures

• Monitored security logs for violation and unusual events   
• Identified and assessed potential Access administration risks, ensuring mitigation strategies are on track and assessments remain valid.

**Analyst II – Technical Support Help Desk**

**Bank of America Dec 2009 – Nov 2010**

Assisted Line of Business in providing Production and Training Development system support. Assisted associates in providing resolution to an assortment of problems of moderately complex scope related issues in Post closing and insurance applications, including access issues, account setups, password resets. Logging and managing tickets thru Remedy and IBM Maxi-mo ticketing systems. Escalating tickets for complex issues and following up with users upon resolution. Carrying out routine and semi-routine analytical tasks and activities. Additionally, Creating documentation, participated in contributing Knowledge Objects for helping the team out for future related issue analysis. Assisted in troubleshooting user problems relating to Operating System issues (Win9x, NT, and Win 2003 and 2008), Network Connectivity, TCP/IP configuration, upgrades, MS Office products and Internet connectivity. Managed Windows 2003 and 2008 Servers hosting , IIS, SQL and custom internal applications. Provide system-level support of multi-user operating systems, hardware and software tools, including installation, configuration, maintenance, and support of these systems. Research, plan, install, configure, troubleshoot, maintain and upgrade operating systems. Analyze and evaluate present or proposed business procedures or problems to define data processing needs.

**Senior iphone Product Specialist / Apple Advisor (iphone Technical Support) Apple Inc. Addison TX March 2009 – Nov 2009**

Provided effective and consistent technical support. Researched technical solutions. Performed tasks related to answering customer inquiries received via telephone, or through applications and correspondence. Interacted with customers, provided program information, rules, regulations, laws policy and procedures. Analyze customer’s problem and drive to call resolution. Diagnose and provide path to resolving inquiries related to hardware, software, networking and interactions with the host computer OS and applications. Accurately logging all interactions in the customer relationship management system. Achieving call center metrics including average handle time, schedule adherence and accuracy. Recognize and adjust approach to all levels of customer’s experience. Educating customers on support options, and the steps being taken to resolve their issues. Fulfilling customers and supervisor requests. Communicating positively with team members, customer and other business partners.

**Hazard Loss Draft Representative**

**Balboa Insurance Group (Plano, TX) Dec 2008-March 2009**

Managing portfolio of over 300 mortgage insurance claims for a major third party relationship bank. Balancing the needs of customer in crisis vendor requirements and employer satisfaction while managing to tight deadlines, state laws, building codes and other compliance-related guidelines. Monitoring and managing risks, exercising independent judgment to ensure interest of client bank are protected against fraud and other financial exposures. Entrusted with personal discretion to manage money, sensitive customer and client bank information, and critical customer and vendor relationships. Developing and implementing process improvement to better enable productivity, enhance system capability, and improve customer experience while reducing cost and departmental turn times. Managing escalated client issues, successfully defusing difficult client interaction in the wake of disasters such as Katrina, Rita, Wilma and Ike hurricane catastrophes while appropriately administering to contractual agreement and ensuring customer satisfaction and retention.

**Lead Teller**

**Citibank N.A, Irving TX Jan2007- Dec2008**

Manage teller line in a high-volume, multi-teller environment. Schedule teller staffs and teller workflow and ensure high-quality customer service. Help train tellers to identify sales opportunities. Teller line received award for most customer deposit account referrals. Build, grow and mentor Teller team; emphasized close-knit team. Responsible for teller performance evaluations, performance issues, new hires, transfers.

**Helpline Agent**

**Bank of America Irving TX Feb 2005-June 2005**

Shared in the excitement of associates in delighting customers. Supported Banking centers, Premier Banking and other internal Departments as it relates to standard policies and procedures. Application systems and products marketed by Bank of America. Supported Callers with solution to questions and assisted callers with complex Issues and helped the callers in walking through opening account and also preparing loan documents. Documented and tracked status of inquiries and resolutions. Team Player, self-motivated, resolved inquiries in a timely manner.

**Sr. Financial Service Representative**

**Guaranty Bank a Temple-Inland Company CA USA Jan 2002-September 2004**

Responsible for assisting the Banking Center Manager in the daily Operations of the banking center. Deepen long term relationships by proactively meeting with customers to identify needs and goals. Initiate and Open new accounts and maintain full range of retail accounts and services. Perform all daily personal banking tasks; maintenance; follow-up. Provide customer issue resolution; research; inquiries aggressively promote and cross-sell products and services. Provide customers with all aspects of teller assistance. Answer inquiries regarding checking, savings, CD’s and other products. Assisted with audits and preparing Management reports. Acted as Vault teller. Supervising the teller line to ensure the bank policies and procedures are being followed and over Riding transactions accurately and appropriately. Acted as a mentor for the branch. Supervised the branch in the absence of the Banking center Manager.

**Education**

Bachelors in Biological Science / Special Education (B.S., B.Ed.,)

Avinashilingam University Coimbatore, India.

**Certified courses**: Dreamweaver, HTML, Unix,

San Mateo community college – San Mateo CA