

VINOJ KUMAR V

Email: vinojkumar.ba@gmail.com

Mobile No: +91-8870226448

-
- A multi skilled professional with all round supervisory, managerial and technical expertise.
 - Focused and able to utilize existing knowledge and experiences to come up with practical solutions and alternatives.
 - Willingness to learn, friendly by nature, team spirited and motivated individual with good leadership qualities.
 - Like to work in a creative and challenging environment using cutting edge technologies.
 - Looking forward for a new and challenging role in IT and management, one that will make best use of my existing skills and experiences and also further enhance my personal development.

Academic Qualifications:

- B.E (CSE) – 65% - Kamaraj College Of Engg & Tech - Anna University – 2006.
- XII – 90.08% - State Board – 2002.
- X – 86.4% - State Board – 2000.

Skill Set:

Operating Systems : Windows, Office 365, Windows Server2003
Proficient with MS Office : Excel, Word, Outlook, & Power Point.

Professional Work Experience:

- Working as Business Analyst at **Dot Com Infoway (DCI)**, Madurai since May 2018 to till date.
- Worked as Business Analyst at **Galaxy Infotech**, Madurai since February 2016 to April 2018.
- Worked as Marketing Executive at **Galaxy Weblinks**, Madurai from September 2014 to September 2015.
- Worked as Analyst (Team Leader) at **Accenture**, Bangalore from March-2010 – August 2014
- Worked as System Administrator at **BellSoftech** (contract in Action-aid), Bangalore from Nov-2008 to March-2010
- Worked as Desktop Engineer at **Network Solution** (An IBM Company), Bangalore (Worked as Contract in Infosys Technologies) from October/2007 to October/2008.
- Worked as Desktop Engineer at **CMS Computers** (Worked as Contract in Cognizant Technology Solutions), Bangalore from Feb/2007 to October/2007.

Career Description:

Dot Com Infoway:

- Requirements elicitation and analysis through client interaction and understanding business needs. Creation of wire frames if required Project time and cost estimation based on discussion with senior managers and development team. Creation of proposal and project initiation after verification from concerned stake holders.
- Determination of requirement scope and development of business requirement specification (BRS) through active interaction with stakeholders. Ensure all requirements are accurately defined in BRS. Development of functional requirements, use cases and over all work flow diagram for creation of functional specification document (FSD). Support technical team for analysis and determination of viable solution. Create WBS by discussing with the development team to get the accurate developing hours.
- Create Wireframe using Balsamiq which represent the basic design sketch for the clients to know how the app works. Develop SRS document using the Wireframe to detail the components and the functionality of the application.
- Continuous interaction with concerned stakeholders to ensure project development is on line with client requirements and business needs. Support through the complete software development lifecycle (Agile methodology). Work with QA team for investigation of any deficiency and follow up of rectification and implementation of required solution. Providing a link between the organization, stakeholder, the development team and any third party regarding functionality throughout the development cycle with focus on business needs and requirements.
- Collect and publish project reports to various stakeholders, reporting progress status on a weekly basis. Monitor, control and track various vendor invoices. Coordinate and organize meetings/reviews, as needed with respective stakeholders. Prepare minutes of meeting and track to closure of all action items.
- Co-ordination, support and assistance during project deployment, preparation of user manual for the project. Conduct project meetings and carry project demonstration for clients.
- Worked on Tenders.

Galaxy Infotech:

- Requirements elicitation and analysis through client interaction and understanding business needs. Creation of wire frames if required Project time and cost estimation based on discussion

with senior managers and development team. Creation of proposal and project initiation after verification from concerned stake holders.

- Determination of requirement scope and development of business requirement specification (BRS) through active interaction with stakeholders. Ensure all requirements are accurately defined in BRS. Development of functional requirements, use cases and over all work flow diagram for creation of functional specification document (FSD). Support technical team for analysis and determination of viable solution. Create WBS by discussing with the development team to get the accurate developing hours.
- Continuous interaction with concerned stakeholders to ensure project development is on line with client requirements and business needs. Support through the complete software development lifecycle (Agile methodology). Work with QA team for investigation of any deficiency and follow up of rectification and implementation of required solution. Providing a link between the organization, stakeholder, the development team and any third party regarding functionality throughout the development cycle with focus on business needs and requirements.
- Collect and publish project reports to various stakeholders, reporting progress status on a weekly basis. Monitor, control and track various vendor invoices. Coordinate and organize meetings/reviews, as needed with respective stakeholders. Prepare minutes of meeting and track to closure of all action items.
- Co-ordination, support and assistance during project deployment, preparation of user manual for the project. Conduct project meetings and carry project demonstration for clients.
- Major stakeholders that I worked with are Brevet Group (USA), Visitors Coverage (USA), Heals Review (USA), Prithvix(Chennai), Compare Remit (USA), Lawbench (USA), Concentra (USA), Examinationonline (Inhouse).
- Received recognition from clients for impressive work performance.

Accenture: (Virgin Media & Telstra):

- Team Management.
- Maintaining the attrition rate.
- Handling inbound calls / outbound calls / escalation calls.
- Handling team of 20 agents to make sure the target is achieved for the month and the scores are in place. Reporting the monthly targets and the scores with the higher Manager's on daily basics.
- Monitor the individual performance report and provide appropriate training required to improve the team score.

- Provide KT's to improve on performance.
- Manage that the cases on worked upon without missing on SLA.
- Managing Escalation if required on calls.

Bell Softech:

- User account creation, password policy maintenance, account lock issues, account disabling and enabling, moving users across GROUP and OU.
- Trouble shooting of the basic Outlook related issues / connectivity issues / mail Bouncing.
- Manage that the cases on worked upon without missing on SLA.
- Maintain the Antivirus server, push updates to client machines.

Network Solutions (An IBM Company):

- User account creation, password policy maintenance, account lock issues, account disabling and enabling, moving users across GROUP and OU.
- Trouble shooting of the basic Outlook related issues / connectivity issues / mail Bouncing.
- Manage that the cases on worked upon without missing on SLA.

CMS Computer:

- User account creation, password policy maintenance, account lock issues, account disabling and enabling, moving users across GROUP and OU.
- Trouble shooting of the basic Outlook related issues / connectivity issues / mail Bouncing.
- Manage that the cases on worked upon without missing on SLA.
- Managing tickets in Remedy tool. Escalate tickets if required and follow-up the tickets.

DECLARATION

I hereby declare that the above furnished details are correct and complete to the best of my knowledge and belief.

- VINOJ KUMAR V