**Karthick Kalyanaraman**  **Email**: kkarthickraman@gmail.com

**Contact** @9952682061

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**Experience Summary**

* Overall, 7.10 years of work experience including Project management, Production Support Software Asset Management, Vulnerability Support and Vendor Management on Supply chain, Healthcare & Power domain.
* Currently working as Senior Analyst supporting Real Time Support (RTS), ITSM process for GE Power.

**Employer Details:**

1# Employer Name: Tata Consultancy Services Chennai

Designation : IT Analyst

Duration : April 2018 – Till Date

Customer : General Electric Gas Power IT

Domain Name : Power Engineering & Commercial

2# Employer Name: Tata Consultancy Services Bangalore

Designation : Senior Process Associate

Duration : April 2014- April 2018

Customer : General Electric Healthcare

Domain Name : Global Supply Chain

3# Employer Name: HP Global Business Services – Chennai

Designation : Customer Support Executive (Contractor)

Duration : April 2013- April 2014

Customer : Hewlett Packard – Global Business Services

Domain : Global Procurement Supply Chain Management

**TECHNICAL BACKGROUND**

Database : SQL, MongoDB

Framework : ITIL, JSF

ITSM tool : Service Now

OS : Windows, Linux (RHEL/Cent OS)

Tools : Oracle iProcurement, SAP Ariba, Rally, Oracle Apps, Tableau

Putty, WinSCP, PL-SQL Developer

**ROLES/RESPONSIBILITIES**

**Web Application Production Support**

* Supports Web/Java Applications technical & functional issues against tickets (INC/ RITM), Change (FCC/ECC) and Monthly deployment on both Windows & Linux Servers.
* Worked with Server, Network, Middleware (SOA), DB (SQL) team for queries & trouble shooting.
* Proactive Application Monitoring (New Relic) and Status Reporting, Process Optimization
* Monitoring logs on Windows & RHEL and
* During deployment, Back-up the folders and Stop/start the services (JBoss, Apache, Tomcat) and update the configuration files on RHEL Servers.
* Support DB Queries (SQL & MongoDB) and Backlog queue between Interfaces

**Software Asset Management Analyst**

* Handles 3rd Party vendor SW maintenance for Commercial & Supply Chain & Engineering apps
* Activities includes Supplier information registration and requesting quote and renewal support
* Maintain SAM Database for upcoming renewal and projection and savings.
* Contacting vendors over mail and meeting for license-based issues and queries
* Install the application on Test PC and prepare documentation for end users
* Launching VMR till PO processing and share the license file to end users
* Supporting tickets related to New/ Existing SW, Purchase, licensing and end user issues
* Use Oracle iProcurement for review and get Requisition, PO and Invoice receipt & other details

**Vulnerability Support Co-Ordinator**

* Handles 70+ applications across domains for remediation (Core, Middleware and Non-Core)
* Extract Qualys report using tableau portal and connect with App Ops, Server & Patching team
* Publish the metrics on Confluence and update the status to Leadership
* Decommission of legacy infrastructure post cloud migration of apps.

**OTR Specialist**

* Supporting Process flow from Order Entry to Revenue Recognition
* Process includes inventory management, In-wards Goods, Pull back and reversal of shipments
* Good knowledge about Oracle Modules (Invoicing, Inventory, AR and PO)
* Ensure Compliances in TAT and SLA for all activities
* Connect with internal and external teams for shipment related queries
* Connect with Warehouse and In-transit FG items for track till reach Proof of Delivery (POD)

**Vendor Support Executive**

* Order Management & Maintain Supplier details in HP Database
* Handles Supplier’s Details and Payment issues of vendor
* Resolve queries and issues against Master Data in HP Database
* Quality Check (QC) for every request change in Vendor DB.

**Internal Certifications on TCS**

ITIL, Agile, Six Sigma

**Initiatives on TCS**

* Agile SPOC – Ensuring 100% compliance on Awareness and Agile Principles of each resources of account (100 FTE’s)
* Six Sigma SPOC – Ensuring 100% compliance on Awareness and Certification on Project Scope of each teams (25+ teams)

**EDUCATIONAL QUALIFICATION**

Completed B. Tech Information Technology on 2012 – 7.3 CGPA – Anna University

College: Kings College of Engineering, Thanjavur

H.SC Completed on 2008 – 68 % - National Higher Secondary School, Mannargudi

S.S.L.C Completed on 2006 – 86% - National Higher Secondary School, Mannargudi

**PERSONAL DETAILS**

Father Name : Kalyana Raman

Mother Name : Jayalakshmi (LATE)

Marital Status : Single

Date of Birth : 01 – May -1991

Languages : English, Tamil, Telugu, Kannada

Current Address: 13/11, vanakkara street mannargudi, Tiruvarur district, Tamil Nadu

Reference : As on requirement

SIGNATURE

**(KARTHICK K)**