**P.S.Ganesh Rao**

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**Carrier Aim:**

To be an integral part of the growth-oriented organization and work in a challenging and dynamic environment. To contribute to the development of the organization which I represent and serve while concurrently upgrading my skills and knowledge.

**Academic Qualification**:

**2013** **B.E.** degree in **Electronics and Communication Engineering** from **K.C.G College of Technology**, Chennai, Affiliated to Anna University. Scored an aggregate of **6.99**(CGPA).

**2010 DIPLOMA in Computer Engineering** from **Vel Tech Polytechnic College,** Chennai,Affiliated to DOTE, Scored an aggregate of **80.08%**.

**2007 X** from **Don Bosco Matriculation School,** Scored an aggregate of **64.72%**.

**Training & Certification**

* **CEH** (CERTIFIED ETHICAL HACKING) (CERTIFICATE NO: ECC62532170503) from EC- Council.
* **Diploma in Hardware** from VICT (Vision Institute of Computer Technology).
* **Microsoft Certified Server Administrator** (MCSA) Certification in RJP Infotech.
* Certification in **Microsoft Azure Cloud Computing** (AZ 100 – Microsoft Azure Infrastructure and Development, AZ 101 – Microsoft Azure Integration and Security)
* Acquired certification in **Scrum fundamental** and understanding scrum fundamentals
* Preparing for **Certified Scrum Master** (CSM) from Scrum Alliance.

**Work Experiences:**

**Onward eService Ltd:**

Company : Onward eService Ltd, Chennai.

Position : Technical Consultant.

Experience : October 2013 to April 2014.

**Job Responsibilities:**

* To train police staffs in a CCTNS (Crime and Criminal Tracking Network and Systems) application. To administer a small network of computers.
* Troubleshoot if there were any issues the network and system.
* Maintain a daily backup and record operations carried out.

**SUTHERLAND:**

Company : Sutherland Global Services, Chennai.

Position : Professional – Application Development.

Experience : From August 2014 to till date.

**Job Responsibilities:**

* **Requirement Gathering:** Ensure business requirements are clearly and completely documented in pre-agreed formats and signed off by business users & translated to technical specifications. Engage with client in interactive requirement gathering session demonstrating domain and solution knowledge and industry best practices. Organizing meetings with stakeholders for capturing requirements and turning them into an SRS document.
* **Solution Mapping:** Ensure functional requirements are fully met by proposed IT solution. Appreciation & understanding of the Technology platforms including packaged solutions relevant for the industry
* **Process Discussions:** Capturing as-is and to-be processes with respect to the business. Conducting business process improvement meetings with our clients.
* **UI & UX Discussion:** Conducting UI & UX customer experience sessions with the client
* **Documentation:** Developing requirements documents, functional specs with wire frame diagrams and process charts
* **Requirements Management:** Capturing detailed scope of change requests. Experience on Requirement Gathering, GAP Analysis, Requirements Solutioning and Design
* Good understanding on Scrum models, Agile and PMP methodologies. Also have good experience in leading ticketing software such as JIRA and Visual Studio TFS ticketing system.
* Responsibilities includes collecting requirements from clients, brainstorm with other SME’s and re-search on solution. Then prepare a solution document, share it with Development team and follow Software development cycle to get the finished product and deliver it to client
* Set up Demo session with the clients and understand the process and identify any process gap and provide suggestion to team to improve or help the clients to achieve their targets
* Provide continuous support to clients by conducting frequent catchup with POC’s ad conduct trainings to team

**Achievements:**

* I was experienced in providing support for customer on their technical issues. Who handles PC Hardware, Mobile devices and configuring IoT devices and printers.
* Responsibilities include handling In-Bound and Out-Bound calls, then moved to help inbound agents to provide resolution to customers.
* Then switch internally to a digital team via Internal Job Program.
* Heading implementation activity to one of our leading OEM. It was one of the great milestones in my career. Where the solution if currently running in 80+ million computers.
* I am working on a solution that will be helpful for Engineers who are helping customer in an Enterprise support
* Managing a project which is an Intelligent Voice Assistance for one of our clients in which the tool has a combination of AI, ML and Data Analysis platform.
* Worked on enhancing the product and carried out multiple implementations for almost all the clients to whom we have partnered and provide support throughout the post implementation.
* Travelled onsite to Philippines. To provide support for one of the leading products which has been implemented across all LOB’s (Line of Business) in our organization.

**Strength:**

* Discipline
* Positive attitude
* Initiative
* Self-Confidence
* Team player

**Hobbies:**

* Football player
* Net surfing
* Listening to Music
* Interacting with Google with different conception
* Cooking

**Personal Details:**

**Fathers Name** : P.S. Subramaniya Rao.

**Date of Birth** : 08-01-1992.

**Age** : 28.

**Marital Status** :Married.

**Languages Known** :English, Hindi, Marathi and Tamil.

**Sex** : Male.

**Nationality** : Indian.

**Address** : No:10, Dr. No.: S1, LAVANSI APT,

2nd Street, Kumaran Nagar,

Urapakkam, Chennai 603202.

**Declaration:**

I hereby declare that all the above information given by me is true to the best of my knowledge and belief.

Date:

Place: Chennai (P.S. Ganesh Rao)