**Kiruthika T**

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**Career Objective:**

To pursue a challenging career in hard core implementation and to fulfil challenges of

new technologies with my fast learning capabilities that would enable me to feel the

fringes, test the edges and adopt the corporate persona, thus employing my conceptual

and interpersonal skills moreover playing a role in the success and growth of the

organization I am associated with.

**Professional Profile:**

|  |  |
| --- | --- |
| Working Experience( Total 6.8 years) | HCL Technologies Ltd ISD, Chennai. From 23rd August 2013 to 8th Feb 2017 (3 years 5 months)EIT services (Also known as DXC Technology), Chennai.From 08 March 2017 to 29 March 2019 (2 years)Renault Nissan, Chengalpattu.From April 22, 2019 to till date |
| Relevant Experience  | 3 years into the role of Business Analyst 3.3 years Linux 5 months of HPUX basics training |
| Designation | Senior Engineer |

 **Business Analyst Experience**

* Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies.
* Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
* Documented business processes and analyzed procedures to align with changing business needs.
* Diminished process gaps and encouraged optimal productivity by close supervising of various workflows.
* Assessed impact of current business processes on users and stakeholders and evaluated potential areas of improvement.
* Created Product feature mind maps to get a greater clarity on the major functionalities in the application.
* Exposure to SDLC methodologies – Agile and Waterfall
* Capable of adapting quickly to dynamic business environments, methodologies with pragmatic approach in improvising business solutions.
* Review PPAT and support UAT.
* Supported by creating various application user manuals, which is integrated to the application.
* Supported the team by creating user stories, with well-defined acceptance criteria.
* Supported the team during GEMBA sessions , which is been periodically held.

**Clients:**

Pharma based customer (global), cosmetic customer(global).

**Responsibilities:**

* Responsible for managing approximately 4000+ Linux Servers including physical and virtual (VMware) servers build on RHEL & SuSe operating system.
* Maintaining daily operations including incidents, change requests, service requests, CAB meetings.
* Following the SLA Agreement which is completely based on ITIL Standards.
* Coordination with vendor (HP/SuSe Novell/Red Hat) for any hardware related issue on servers.
* As per requirement coordinating with application & database teams.
* Working with LVMs- File system creation, file system decommissions, online resizing and maintenance of file systems in physical & virtual servers.
* Package Management-Installing and managing software using yum, rpm and puppet.
* Monitoring and troubleshooting server performances.
* User account creation, deletion, managing local users, groups and accounts.
* Resolving user related queries.
* Network configuration and troubleshooting.
* OS patching to latest kernel level.
* Printer configuration and management.
* Package failover activities on HP Service Guard Cluster and Red-hat cluster.
* Cluster file system management.
* Hardware and Software interventions like Memory/CPU/Firmware upgrade on servers.
* Any server related work which requires changes on configuration.
* Performed process improvements with clear goals on value proposition and operational efficiency.

**Tools and Software:**

* HPSM-9, HPSA
* VISIO, JIRA, Confluence, Trello
* IRIS Ticketing Tool (Service Now), BMC (Remedy)

**Professional Skills:**

* Platforms : Red hat Linux, Suse10 & 11, HPUX
* Clusters: HP service guard cluster, Redhat cluster.

**Recognitions:**

* Recognized for best performance in team (HCL)
* Received spot award for being customer focused and for teamwork attitude at DXC technology.
* Participated and won an award in Smackathon event held at RNTBCI

**Soft Skills:**

* Good Communication and interpersonal skills.
* Conceptual & Quick learner.
* Excellent team worker.

**Educational Qualification:**

**2009 – 13 - B.E, Electronics and Communication Engineering – 7.5/10 (CGPA)**

SKR Engineering College, Affiliated to Anna University,

 Poonamalee, Tamil Nadu.

**2008– 09 - HSC State Board - 86.50%**

 Don Bosco Mat.Higher Secondary School,

 Chennai, Tamil Nadu.

**2007 – 08 - SSLC Matriculation - 86.50%**

Don Bosco Mat.Higher Secondary School,

 Chennai, Tamil Nadu.

**Personal Information:**

• Father’s Name - Theagarajan.M

• Mother’s Name - Usha.T

• Date of Birth - 10/03/1992

• Nationality - Indian

• Language Known - Tamil, English, Hindi (Read, write)

• Email Id - kiruthikatece@gmail.com

• Permanent Address – No:139 B, Prakash Nagar,2nd Main road,

 Ponniammanmedu

 Pincode-600110.

**Declaration:**

• The information provided above is correct to the best of my knowledge.

 **Place**:

 **Date**: **Kiruthika.T**