

SUNDARAPANDIYAN R

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OBJECTIVE:

Desire to become a successful person and enthusiastically interested in utilizing my analytical and professional skills for worth conception in line with the development of the organization.

EDUCATION:

B.E Computer Science and Engineering (2010-2014)

- Ranganathan Engineering College, Coimbatore (with CGPA 7.0)

HSC (2009-2010)

- R. S. Puram Boys High School, Coimbatore (with 66%)

SSLC (2008-2009)

- R. S. Puram Boys High School, Coimbatore (with 63%)

WORK HISTORY :

2022-08 – 2023-08 System Analyst Oracle, Bangalore

- As a System Analyst in Oracle, providing monitoring support for NOC and identify the cause of the ticket and will rectify, engage to the next level for resolution.
- Provide client support on system operation and troubleshooting.
- Resolve or escalate problem tickets to resolve user issues.
- Diagnose, troubleshoot and resolve network and system problems.
- Using Advanced Monitoring Resolution portal to monitor the board

2021-02 – 2022-08 Cloud Infrastructure Engineer US Technologies, Trivandrum

- As a System Engineer in UST, I've to troubleshoot the user's machine remotely and identify the cause using ServiceNow tool- handling tickets and incidents for the error and will rectify. As I've to troubleshoot the following apps like Outlook, Skype for Business, Pulse Secure VPN, Zscaler, Cyber Ark (for giving admin rights to the user's machine), Handling multiple Screen share and Chats, Installing the softwares etc.,
- Analyze, troubleshoot and enhance network performance to drive efficiency.
- Using ServiceNow tool, troubleshoot and resolve issues related to software applications and Customer interaction.

COMPETENCIES:

- Linux
- ServiceNow
- Cloud Services
- Technical Support
- Clerical Support

CERTIFICATION:-

- Red Hat 8, Windows Server 2019

ACADEMIC PROJECT:**TITLE: CLOUDAPP – CLOUD BASED MOBILE TV**

Project Domain – Cloud Computing, Software - Java

- The System effectively utilizes both PaaS (Platform-as-a-Service) and IaaS (Infrastructure-as-a-Service) cloud services to offer the living room experience of video watching with a group of disparate mobile users who can interact socially while sharing video.

STRENGTHS:

- Ability to work in a team.
- Willingness to learn

DECLARATION:

I hereby declare that all the details give above are true to the best of my knowledge and belief.

Thanking you,

Place: Coimbatore

Date:

(Sundarapandiyam. R)