ARUN MOHAN M.L

Application/Technical Support Analyst

Phone: 9746298728

Email:mohan.arunrevathy.arun324@gmail.com

CAREER OBJECTIVE

Seeking to obtain a challenging position with a vibrant and growing company, to contribute to its growth and attain professional and personal milestones.

EDUCATION

MBA   Graduated 2017
Welingkar Institute of Management,Mumbai   Marks 62%

Computer science and Engineering   Graduated 2011
Narayanaguru College of Engineering.   Marks 68%
Anna University,Chennai.

HSE   Graduated 2007
NKM Higher Secondary School, Dhanuvachapuram   Marks 75%
State Board,Kerala

SSLC
SVV Nilayam, Neyyatinkara   Graduated 2005
State Board,Kerala   Marks 87%

SKILLS

- Client handling
- .NET,SQL,Agile

- Application Support/QA
- Jira

- Windows/Linux
- MS Office

WORK EXPERIENCE

June 2017 – September 2018
Support Analyst
Binary Fountain India, Pvt Ltd
Technopark, Trivandrum, Kerala

- Act as the primary point of contact with the clients and internal project team.
- Own the on boarding process from account creation through training. The initial kick-off call will also take place in coordination with a US On boarding Specialist.
- Owning and resolving problems and managing customer expectations throughout the Service Request lifecycle in accordance with global standards.
- Contributing to Knowledge Management content creation and maintenance.
- Identifying global issues in production and escalating to TL and Account managers.
- Monitoring daily production for assigned clients. Production Continuity ensure that key processes are completed daily.
- Track daily production activities of subordinate.
- Weekly and monthly meeting between internal project team and US team regards production information, reporting results and other tickets.
- Working with development on product improvement programs as required.
- To manage and resolve Service Requests logged by customers.

- Successfully manage the relationship with the client and all stakeholders.
- Coordinate with Content and Development team to ensure client objectives and expectations are met in a timely manner.
- Provide remote demonstration training sessions.
- Review reporting metrics with Manager and raise any issues or concerns that affect deliverables to clients.
- Manage a portfolio of international accounts, helping to ensure customer success from client goal setting and guidance on best practices to performing quarterly business reviews.

February 2013 – May 2017
Software Developer Support/Client Relationship
Finoux Solutions Pvt Ltd
Mumbai, Maharashtra.

PRODUCTS MANAGED:

Content Management Tool: The application domain which provide data for the web site. The CMS application is made upon 3 tier architecture using C# .Net technology. Data are captured via API which is to get bind in UI. Each of the UI sections has its own buckets in the CMS database.

Element Service: This is a windows service developed using Microsoft .Net technology which fetches raw data from FTP location and insert into DB dynamically. For a particular data feed file a corresponding XML file should get created so the activity will go on.

- Develop applications for the esteemed clients using .Net technology for UI and MS SQL as backend.
- Provide enhancement for the existing product that meets the expectation as per client requirement.
- Provide L2 and L3 level technical support, guidance and direction for products supported.
- Analyze and resolve cases at the earliest.
- Ensure integrity of the supported environment.
- Actively determine possible faults and causes by the execution of pre-determined health and operational checks.
- Manage and resolve problems identified by system administrators or monitoring software Work with change and problem management tools
- Hardware/software fault detection and vendor liaison
- Liaise with customer accounts as required
- Analyze and resolve escalated problems within a target.
- Investigate, identify and document proposals that will improve application recoverability.
- Document and implement changes to technical standards as required.
- Change and problem management targets are exceeded
- Ensure that customer satisfaction levels are exceeded

GOAL

I am motivated and enthusiastic by new challenges and task and take excellent approach to achieve success. I like to work in complex sections which have scope for learning and challenge.

Declaration

I, Arun Mohan, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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Arun Mohan   Trivandrum