

KARTHIKEYAN RAMAMOORTHY

HIGH IMPACT IT OPERATIONS MANAGEMENT PROFILE

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COMPETITIVE EDGE

IT Operations | System Administrator | IT Helpdesk Support | IT Hardware Procurement | IT solutions | Strong negotiator & commercial acumen | IT Purchase Management | Purchasing & Planning | Collaborative consultative and a team player | Strong ethics | Problem solving and working under pressure abilities | People Management |

SKILL MATRIX

I-Series systems | AS/400 I Series Mainframe Computer Maintenance | Internal Security Level | Windows Server Administration | Wintel backup tapes

ACADEMIC PURSUIT

- Diploma in Civil Engg. 1991

CERTIFICATIONS

-AUTO CAD for draftsman
-Expertise in AS/400
-Wintel backup procedures

CAREER PRÉCIS

- Experienced System Administrator with a demonstrated history of working in the information technology and services industry. Developed IT executive leadership solving and managing complex IT Infrastructure related initiatives, partnering with IT organizations to meet long term goals and strategies.
- Skilled in AS/400 I Series Mainframe Computer Maintenance | Internal Security Level | Windows Server Administration | Wintel backup tapes Windows Server, Vendor Management, Windows 7, System Administration, and Windows.

CAREER DETAIL

IT OPERATIONS EXECUTIVE MAR'98 – APR'20

SAUD BAHWAN AUTOMOTIVE – MUSCAT, OMAN

<http://www.saubahwangroup.com/>

KEY ACCOUNTABILITIES

- Maintaining daily/weekly/monthly backups, Monthly Entire System Backups for I series systems & Wintel blade servers, maintaining system down time logs, restoring files as per user department requests in Wintel as well As/400 systems.
- Strategically coordinated operations according to objectives and capabilities, effectively allocating resources to meet demands
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues related to in house Software.
- Received incoming calls and messages and addressed or triaged phone requests.
- Conducted office management and emergency preparedness orientation to provide special skills and test specific emergency plan components.
- Applied excellent problem-solving, process development and strategic implementation skills to lead and support all areas of operations.

- Attended phone calls from various internal departments for solving minor network issues as a help desk assistant and first point of contact and escalating to technical teams.
- Ordered office supplies and researched supplier discounts resulting in savings.
- Maintained system log & monitored routine System Health Checks and informed Technical team accordingly.
- Collaborated with parts department on operational support tasks like Customs clearance reports, Uploading Bill of Entries, Updating of Order Planning Jobs.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Developed excellent rapport with IT Principals like IBM, Microsoft, SAP etc. and local IT Vendors.

TECHNICAL EXCELLENCE

- Developed proficiency in taking monthly entire system backup of I-Series systems through HMC Console & monthly, weekly backups for Wintel servers.
- Adept in taking Backups & Restoration of Journal Receivers of I-Series Systems.
- Maintaining, monitoring Mimix Entries and reporting to Technical Teams.
- Restoring files from AS/400 & Wintel backup tapes as per user requirements.
- Transmitting / Receiving files from TMC Japan for order planning & stock management which includes warranty claims too.
- Maintained 24 x 7 availability of I-Series Systems by using Lakeview's MIMIX Software.
- Worked in SAP BASIS Team.
- Conducted communication through Lotus Domino & Microsoft Outlook agents.
- Maintaining / monitoring of Parts & warehouse Batch PCs and running SQL queries as per request to remove object locks.
- Worked with BRMS Tape movement Technology and used LTO 4, 5, 6 cartridges as per backup policies requirements & maintenance, labelling of cartridges and moving to off storage sites for future usage and rotating as per QA Policy.
- Developed expertise in taking backups through flash copy for production systems by reducing down time.
- Worked with Technical teams during DR Drill to learn and gain knowledge.
- Printed & distributed Month-end Reports to various departments.
- Installed Digital Certificates by taking remote sessions of International clients of Toyota Parts Dept.
- Installed Parts Catalogues through CD's received from the Principle TMC, Japan.