**N.LAKSHMANAN**

**Mobile:** +91 8590818773

**Email:** *n.lakshmanan7@gmail.com*

**Job Objective**

I am looking forward to a challenging position and an opportunity where I can utilize my skills effectively for the success of the organization and also for the further improvement of my professional skills.

**Professional Summary- l**

• Currently working with Lakshmi Vilas Bank and have 1.2 years of work experience as Junior Officer- Branch Banking.

• I am competent to understand and work on FLEXCUBE, core banking software.

• Have experience in handling Front Office and day to day works like Cash deposits, withdrwals, NEFT,RTGS,cheque clearing, P2F, tallying of cash and Gold on daily basis.

• Have knowledge in Banking applications and hence can assist customers well.

• Have improved operational quality results by studying, evaluating, and recommending process re-design to our IT-Service Team.

• Good Understanding of ATM cah loading and CCM tool.

• Good Understanding of woking on GST-SARAL software.

• Have exposure in handling Gold and system audit.

• Have experience in handling customer greviences and working and coordinating with different internal and external teams.

• Have experience in bring new buisness like new accounts, Third party products(TPP) and also in bringing buisness from existing customers.

**Job Responsibilities**

• Vault Cash and Gold tallying on daily basis.

• Addressing of customer issues, managing Front office and day to day works like Cash deposits, withdrwals, NEFT,RTGS,cheque clearing, P2F etc.

 • Contributing towards adding more prospective customers for the Bank.

 • Tuning the operation work, communicate with various functional departments within internal teams to resolve customer problems. Take the ownership of customer communication.

 • Support customers and educating them on know and how of our Banking applications for improving service quality.

 • Interact with walk-in customers and over call to generate buisness for the bank.

**Professional Summary- ll**

• Having 3.2 years of professional experience in production environment as production support engineer for Telecom Software.

• I am competent with SQL, Linux, and Server monitoring Tools.

• Have experience in deploying and upgrading of platform instances for Development/QA.

• Have experience in network monitoring tool: NAGIOS.

• Have improved operational quality results by studying, evaluating, and recommending process re-design; implementing changes; contributing information and opinion to unit design and modification teams.

• Good Understanding of RDBMS Concepts.

•Good analytical and problem solving skills to develop performance oriented, elegant, flexible and maintainable applications.

• Have exposure in hadoop file processing.

**Professional Education**

**• Master of Business Administration,** specialization in Project Management, Sikkim Manipal University, with 65%.

**• Bachelor of Computer Application**,from M.G University, Kottayam, with 60%.

**Certification Done**

**• ITIL Foundation Certification** in IT Service Management, effective from April 2015,Registration No.: 5343504.20392085.

**Professional Experience Summary**

• Working as an Operations Engineer- Big Data Solutions from August 2013 to till date (3.2 years) in FLYTXT Private Ltd, Trivandrum.

**Technical Skills**

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| --- | --- |
| Programming Languages | C,C++,Java |
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| Databases | Oracle, MySQL |
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| Operating Systems | Windows XP/7, Linux |
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| Office Suite | Microsoft Office (Word/Excel/PowerPoint) |
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**Professional Experience**

**FLYTXT, Trivandrum as Operations Engineer-Big Data Solutions**

**August 2013 to Present**

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| --- | --- |
| **Product Name** | NEON |
| **Client** | Vodafone India, Aircel, Airtel, Hutch Lanka, Etisalat, Warid COB, MTN Africa |
| **Technology** | Big Data Analysis using Hadoop Distributed File System. |
| **Product Description** | Neon is a complex campaign management platform by which we can Target customers, |
|  | push messages, WAP Push etc., and raise conversions and fulfill those customers. For |
|  | targeting and fulfilling, the data/CDR files are parallely uploaded to the system (DB) |
|  | through respective jobs. We support and maintain this platform from both |
|  | frontend and backend. |

**Role in Project** Production Support and Enhancement.

**Tools used for Monitoring** Nagios, Oracle SQL developer, Apache Oozie.



**Job Responsibilities**

• Performing maintenance activities on production environment.

• Trouble shooting of customer issues in depth and liaise with QA and development, raising defects, features with Product management.

 • Contributing towards adding more monitoring elements and enhancing the monitoring capabilities.

 • Tuning the operations of the platform and suggest improvements.

 • Trouble shooting the product and system issues and communicate with various functional departments within internal teams to resolve customer problems. Take the ownership of customer communication.

 • Support customers on IM, phone and email with all product related enquiries from customers worldwide.

 • Generating daily statistics from various production environments.



**Personal Information**

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| --- | --- | --- |
| Name | N.LAKSHMANAN |  |
|  |  |  |
| Father's Name | L.NEELAKANTAN |  |
|  |  |  |
| Date Of Birth | 24-04-1990 |  |
|  |  |  |
| Sex | Male |  |
|  |  |  |
| Marital Status | SINGLE |  |
| Passport number | M9953270 |  |
| Passport Date of Issue | 16-06-2015 |  |
|  |  |  |
| Passport Date of Expiry | 15-06-2025 |  |
| Languages Known | ENGLISH,HINDI,MALAYALAM,TAMIL |  |
|  |  |  |
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|  | SIVA SHAKTHI, 3RD PUTHEN STREET |  |
|  |  |
|  | KUTTIKKAD NAGAR,MANACAUD P.O,TRIVANDRUM-9, PINCODE-695009. |  |
|  |  |  |

Date : 10-06-2018

Place : Trivandrum (N.LAKSHMANAN)