

Aneesh Achuthan

ASSOCIATE CONSULTANT

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SUMMARY

Experienced and dedicated IT professional with a proven track record of providing L1 and L2 technical support. Proficient in SQL and adept at handling various software applications, recognized for swiftly diagnosing and resolving technical issues, ensuring uninterrupted operations, and skilled in Incident management. A detail-oriented problem solver committed to delivering high-quality technical solutions.

EXPERIENCE

BNP PARIBAS

Feb 2022 – Mar 2024

ASSOCIATE CONSULTANT

- With a proven track record in providing both L1 and L2 technical support, I specialize in swiftly addressing software issues to minimize system downtime and enhance overall support efficiency. My strong proficiency in SQL allows me to effectively query databases and extract key data, which aids in the accurate and timely resolution of technical issues.
- I am highly skilled in managing a variety of software applications, troubleshooting errors, and optimizing system performance. As part of my production support role, I handle critical incidents and ensure the continued reliability and uptime of systems.
- In my experience supporting Data Warehousing (DWH) and Document Management Systems (DMS), I have successfully resolved over 150 technical challenges annually, driving seamless system integration and reducing data retrieval time by 40%. I work closely with cross-functional teams to streamline DWH processes, improving both the efficiency and accuracy of data retrieval.
- Additionally, I prepare detailed daily and weekly incident reports to support proactive management of critical issues, ensuring that potential disruptions are addressed before they impact operations. My approach focuses on continuous improvement and system optimization, delivering enhanced technical support and greater operational stability.

SIFY TECHNOLOGIES LIMITED

Nov 2019 – Oct 2021

APPLICATION SUPPORT

- I have delivered comprehensive L1 and L2 support, prioritizing and resolving issues based on urgency to ensure minimal operational disruption. Annually, I successfully manage and resolve over 200 complex issues, leading to a 35% reduction in system downtime.
- I consistently generate detailed Management Information System (MIS) reports, providing insights on call status and performance metrics on both a daily and monthly basis. These reports have contributed to a 25% improvement in team efficiency by helping identify bottlenecks and optimize workflows.
- I facilitate regular communication with both internal teams and clients to drive the swift resolution of reported issues. Additionally, I have acted as a liaison between clients and SAP teams to enhance the flow of purchase invoices and master data within the ERP system, improving data processing speed by 30%.
- As part of my role, I also take ownership of identifying and documenting test case scenarios for the Document Management System (DMS), ensuring complete functionality coverage during testing. My administrative support involves leveraging advanced troubleshooting techniques to efficiently resolve technical challenges, ensuring that issues are addressed quickly and accurately. This approach has significantly contributed to improved system stability and enhanced customer satisfaction.

CO-OPERATIVE URBAN BANK

Oct 2016 – Oct 2019

CLERICAL

- Worked in a clerical capacity in the SB (Savings Bank) section, handling KYC updates and ensuring compliance with regulatory requirements. Additionally, I support the accounts section by managing account creation, voucher processing, and cheque clearing tasks.

EDUCATION

JCT ENGINEERING COLLEGE

March 2013

B.E IN COMPUTER SCIENCE

SKILLS

- SQL
- ERP Application Support
- Incident Management
- Technical Support
- ServiceNow
- Application Support
- Power Apps
- SharePoint

TOOLS

- SQL Databases: SQL
- IT Service Management Tools: ServiceNow
- Data Warehouse and Management Systems
- Network and Security Tools: Check Point Firewalls
- Remote Support Tools: Remote desktop control tools

PROJECTS

- DMS
- DWH
- Hiport
- PControl
- ERP System Tool

LANGUAGES

English Tamil Malayalam

STRENGTH

Incident Management Debugging & Troubleshooting

AWARDS

Over the past three years, I have regularly received great ratings for Support Incident Management due to my outstanding performance, reliability, and commitment to providing timely remedies.