

RAMESH. D



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Professional Summary

- Having around 8+ years of experience as Data Analyst in Web research services.
- Business Expertise in Online research portal.
- Expertise in ASP.NET, Tally, DTP, Oracle.
- Accomplished the creation of complex web support.
- Experience in preparing Web Services Document for future reference.
- Having experience of working as part of Training team.
- Maintaining the applications, System administration
- Handling all types of user queries, Trouble shooting the problems.
- Responsible for Mail-Server Creating users etc.
- Self-starter and Skillful in handling multiple tasks in parallel.
- Tally and DTP certified.

Professional Qualifications

- **MCA (2004 – 2007)**
 - Secured **71 % Marks** (First Class) from NGM College, Pollachi.

Experience

- Worked in **Eswar Publications – Udumalpet** from March 2014 to Dec 2022 as **Web Research (Data Analyst)**.
- Worked in **Integra Global Solutions - Coimbatore** from April 2013 to Dec 2013 as **Client Support Associate**
- Worked in **Path Finder – Coimbatore** from May 2012 to March 2013 as **Process Executive (Data & Research)**.
- Worked in **CAMS (Computer Age Management System) - Coimbatore** from June 2010 to April 2012 as **Customer Service Executive**
- Worked in **Velan Info Services (Coimbatore)** from June 2009 to May 2010 as **Research Executive**.

Technical Proficiency

Software : Tally, ASP.NET, Visual Basic.

Databases & Tools : Oracle and SQL.

Project Profile

1# Project	: Medic Enquiry System
Clients	: Leading Pharmacies
Duration	: June 2009 to May 2010
Role	: Research Executive, Team member, Online non-voice production support.

Project Description:

Velan is a successful offshore outsourcing service provider with multiple strategic business units offering services to various industry segments including healthcare, manufacturing, IT, hospitality and publishing.

Managed services unit offers remote IT infrastructure management services that include monitoring and managing clients' servers, desktops, and networks worldwide.

Responsibilities:

- Provide Primary support and Data entry for Medical Analysis.
- Main point of contact to interact with Business for system improvement, web searching and Research
- To treat all the issues pertaining to Medical Transactions in the role as an L1 Support.
- To analyze the issue assigned and Resolve the issue to close the same in Timely Manner.
- Support other team members providing technical and business assistance.

2# Project	: Mutual Fund – Back office Support
Client	: Birla Sun life insurance, HDFC Bank.
Duration	: June 2010 to April 2012
Role	: Customer Service Executive, Data Fix and Analysis.

Project Description:

Basically Birla Sun life insurance and HDFC Bank is end client of CAMS (Computer Age Management System). Birla Sun life insurance is one of the leading insurance in INDIA, which I worked as a Customer Service Executive.

Responsibilities:

- Involved in the Knowledge Transfer from the Business.
- Involved in the Requirement Analysis and web services portal.
- Developing optimized SQL and feasible solution for Bank.
- Day today work on requirement as well as on-demand basis to complete with SLA.
- Prepared the check list for reviewing the standard.
- Status Reporting, Preparation of Daily status calls and Weekly reports to the client.

3# Project Name : **Property Posting**
Role : Process Executive (Data & Research)
Duration : May 2012 to March 2013.

Project Description:

Pathfinder Business Analysis globally recognized firm offering IT & ITES solutions, business consultancy and services. Pathfinder progress with the philosophy to deliver high-quality IT services that creates a sustainable competitive advantage and value.

Responsibilities:

- Involved in the Knowledge Transfer from the business Team.
- Finding optimized and feasible solution for the given input.
- Involved in production support activity.
- Status Reporting, Preparation of Daily status calls and Weekly reports.
- To solve Critical, High, Average and Low Priority support issues Analyzing the critical issues/bugs and provided the Root Cause/solutions for them within the defined time
- Maintaining issue tracker and the solutions offered for the more often occurring issues, which would be useful for future reference for the users and the support team as well.
- Independently worked on business requests and issue resolutions.

4# Project Name : **Integra Global Solutions**
Role : Client Support Associate
Duration : April 2013 to Dec 2013.

Project Description:

Availing Magazine details like title, description, property details and the happenings for the vendors which includes the leading newspapers. Based on the requirement from the client we update the most recent and current happenings & events to them for the quick view purpose.

Responsibilities:

- Involved in the Knowledge Transfer from the business Team.
- Finding optimized and feasible solution for the given input.
- Maintaining issue tracker and the solutions offered for the more often occurring issues, which would be useful for future reference for the users and the support team as well.
- Independently worked on business requests and issue resolutions.

5# Project Name : **Eswar Publications**
Role : Web Research (Data Analyst)
Duration : March 2014 to Dec 2022

Project Description:

Eswar Publications is a Journal E-Book Publishing Company which focuses on International Journal of Advanced Networking and Applications. It would aim to provide an interactive and dynamic forum for professionals, researchers and academicians for knowledge sharing and dissemination especially innovations and strategies as applied to information and communications technologies, applications etc.,

Responsibilities:

- Involved in the Requirement Analysis and web services portal.
- Main point of contact to interact with Business for Research Papers related to Computer Networks, web searching and Research
- Finding optimized and feasible solution for the given input.
- Using Zoho Campaigns we will used to send the bulk emails in a Scheduled time intervals in a daily work process.
- Involved in editing the documents and maintain the perfect content related Papers.
- Gathering department email id's from the different college websites and sends them for the Call for papers.
- We use CPanel for the website maintenance to update the design of the Website.
- Using Fill2Earn for the data entry work process on the daily basis.
- Using Linkedin and also Zoominfo for gathering Contact details in a daily process.

Personal Detail

Name : Ramesh D
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Date of Birth : 04-06-1984
Marital Status : Married
Nationality : Indian
Sex : Male