Ranganathan Uthayakumaran

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TECHNICAL CONSULTANT

Details

Cyberjaya
Malaysia
+60162037484
ranganathan.uthayakumaran@gmail.com

NATIONALITY

Malaysian

Skills

Microsoft Outlook

Project Management

Microsoft Office Word

Microsoft PowerPoint

Microsoft Excel

JIRA

ITIL

Microsoft Office

SQL

unix

Oracle EBS

PL/SQL

weblogic

Hobbies

Fishing & Travelling

Languages

English

Tamil

Malay

Profile

Dedicated technical consultant with diverse operational experience in both IT development and business intelligence analysis. Several years of experience creating customized solutions to address specific customer requirements, improve overall productivity, and dramatically increase efficiency. Extensive IT and software experience including supports a complete system from the ground up to meet specific client requirements

Employment History

Technical Consultant, ITRON Inc, Kuala Lumpur, Kuala Lumpur

DECEMBER 2019

ITRON Inc, Kuala Lumpur

- Support onsite and in-house technical solutions for projects. Present and deliver Itron solutions to customers.
- Communicate both written and verbal activities such as test plan, design document, risk analysis, knowledge base article with customers and Itron Project Managers to meet specified project deadlines.
- Assist customer on UAT test on the functional area, verify and explain each function of the system.
- Train customers on specific product capabilities.
- Implement solutions for customers (install, configure, test, train, customize, automation, data analysis, break fix) which involve PL/SQL code modification
- Performed database upgrade from 12c to Oracle exadata (task involved - install, configure utility and running upgrade script)

Achievements:

 Successfully Implemented & configured new (Load profile) billing solution for TNB

 Successfully Implemented & configured new version of application, database (oracle Exadata)

Application Support Engineer, OCBC Bank Malaysia, Kuala Lumpur, Kuala Lumpur

OCTOBER 2017 — NOVEMBER 2019

- Ensure the Oracle ERP R12 Finance system healthy and running according to SLA
- Providing support on issue face by users on Oracle ERP R12 GL Module, AP Module, FA Module and AR Module
- Support application database related issues, monitor and support night batch loads
- Analyze, recommend and provide ideas on system enhancement and integration on user ad hoc request such as PL/SQL modification.
- Act as business analyst between stakeholder and IT team to compile and deliver new requirement from business user
- Gather data from customer on their request such as modification and fuction required, mostly on report
- Customise existing report by modifying stored procedure and implement after change board approval
- Performing system integration testing during system enhancement, UAT
- Act as project manager on small scale projects

Achievements:

 Perform oracle GL archiving after R12 upgrade

 successfully implemented control to eliminate data issue on the night batch run

Reason for wanting to leave: *Looking for better career advancement and preferably without night shift*

Cloud Production Support Engineer, iconnect360 Sdn Bhd, Kuala Lumpur, Kuala Lumpur

MARCH 2015 — OCTOBER 2017

- Provide education and coaching on new technical challenges to other Cloud Support Engineer
- Drive projects that improve support-related processes and customers' technical support experience
- Work with some of the leading technologists around the world and become one of them
- Server as a resource for researching and resolving executive escalations Apply advanced troubleshooting techniques to provide unique solutions to customers' individual needs
- Work directly with iconnect360 Web Services architects to help reproduce and resolve customer issues
- Leverage on extensive customer support experience to provide feedback to internal teams on how customers use services
- Drive customer communication during critical events
- Write tutorials and technical articles for the developer community

Application Management Senior Analyst, DELL Global Business Centre, Cyberjaya

JUNE 2009 — MARCH 2015

- Manage, resolve and document issues and events related to the Oracle financial Module, Order Management and Inventory of Dell's production Oracle E-Business Suite environment
- Monitor and measure performance characteristics of applications Communicate with all stakeholders (Customers, development teams, end users, etc.) to address system issues, compile and advise on the requirement based on MD50 (requirement document).
- Knowledge engaging with Oracle Corporation through service requests Proposes and implements system enhancements that will improve the reliability and performance of the system
- Learn new applications, Dell-specific technologies, system behavior and business processes as they relate to customer needs
- Knowledge transitions and provides training to the team members
- Assist with security, Oracle responsibilities, alerts, workflow approvals and system privileges
- Work closely with users for timely fix or enhancements and manage product quality with proper tracking
- Provide Daily, weekly, Monthly Report – extract large data from DB Conduct gap analysis and write / maintain functional specification for new or modified business processes
- Proactively monitor Servers, Nodes, alerts and provide the fix if required Monitor data Flow from product data system to class one sales application Support all Oracle application patching, upgrades and maintenance activities by testing and troubleshooting functional issues

Achievements:

 Service improvement which involves BU and support team to address critical application IT issues

 Review the MD50 (policy document) for support team **Reason for leaving:** *Voluntary Service Settlement (VSS)*

Education

MBA, UNITAR, Kuala Lumpur
OCTOBER 2019 — NOVEMBER 2022

Bachelor Degree, University of Newcastle, Kuala Lumpur
JANUARY 2003 — NOVEMBER 2006

Diploma in Corporate Leadership, The society of Business Practitioners,UK, UK
JANUARY 2014 — DECEMBER 2014

Courses

ITIL 4, Peoplecert
MARCH 2022 — APRIL 2022

ITIL V3, Peoplecert
JANUARY 2009 — MARCH 2009

Database Security for Cyber Professionals, Alison Courses
AUGUST 2022 — NOVEMBER 2022

Online Courses & Trainings
1. Project Management - Nov 2009
2. Weblogic for beginners - Jul 2010
3. Oracle foundation - Nov 2010
4. Agile Project Management - Aug 2022
5. Business Analysis Foundation - Aug 2022
6. Introducing the PMBOK - Aug 2022
7. Learning Oracle Database 19C - Aug 2022
8. Oracle Database 19c PL/SQL - Aug 2022
9. Software Development Life Cycle SDLC - Aug 2022

Other details
- Availability : 1 Month notice
- Last drawn Salary : MYR 13000 + MYR 800 (Allowance)
- Expected Salary : MYR 16000 (Negotiable)
- Willing to relocate : Yes

References

Harinath Mathavan from Dell Cyberjaya
0194140188

Catherine Tzai from Dell Cyberjaya
0123792464

Ajitpal Singh from OCBC Bank
0122524844