



HEMALATHA MANOHARAN

PERSONAL PARTICULAR

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Residence, 47150 Puchong
Selangor
Birthday : 2nd July 1992

CAREER OBJECTIVE

- To apply the knowledge and capabilities in quality control, experience and dedication to support the organization in delivering quality services.
- Determined to support and contribute to economic growth and development.
- Help the business to meet strategic and operational goals by identifying opportunities and deploy new technology.

CAREER INTEREST

- I would like to apply the skills, knowledge and experience in cashiering gathered through studies and experiences into the working environment to gain more experience to propel me towards a good career.
- Technologies that would benefit both your company and me.

LANGUAGE

Malay 
English 
Tamil 

EDUCATION

- **2010–2013**
Diploma in IT Programming
Polytechnic Seberang Perai
- **2009**
Sijil Pelajaran Malaysia (SPM)
SMK Seremban Jaya
- **2007**
Penilaian Menengah Rendah (PMR)
SMK Seremban Jaya
- **2004**
Ujian Penilaian Sekolah Rendah (UPSR)
SJKT Lorong Jawa

JOB EXPERIENCE

- **June 2014 – October 2020**
Standard Chartered Global Business Services
SharePoint (Support Analysts)

Migrated SP2007 to latest version of SP2013. Coordinates change requests. Work with ATOS team to implement the change. Assist user to build a new site for the team. Works on PowerShell scripts.

Key Responsibilities:-

- Supported SharePoint Application.
- Worked on SP 2007 and SP 2013.
- Migrated the SP2007 application to SP2013.
- Perform daily server activity.
- Performed OOB (Out of Box) Health Check and SharePoint Daily Health Check.
- Raised and Handle Change Request.
- Doing reports. Example: Site Collection Report, Exchange Backup Report.
- Handled HK & UK Servers – check accessibility of servers.
- Performed Change support during weekends.
- Provide access to stakeholders.
- Help stakeholders to resolve problem in teamsites.
- Guide stakeholders on managing the application.
- Performed Exchange activities.
- Manage application servers.
- Resolved incident tickets within SLA.
- Perform UAT testing via script.
- Deleted SharePoint sites via Change Request and script.
- Obtain stakeholders permission via PowerShell script.
- Handled BAU tasks.

Service Desk Operation:

- Resolve desktop related issue and manage access related incident.
- Performs 1st level and 2nd level troubleshooting when incidents arise, ensures that operation resume within specified SLA and timely escalation of incidents to immediate superior.
- Perform a diagnostic, troubleshooting, find root cause of problem & provide resolution to reported problems.
- Performed account creation and maintenance, unlock, password reset, amending profiles, granting permissions/access & troubleshooting account related issues.

SKILLS

- Microsoft Office (Word, Excel & PowerPoint)
- MYSQL
- PHP
- JAVA
- Big Data Essentials
- DevOps Basics
- SharePoint

ACHIEVEMENTS

- Successfully migrated SP2007 to SP2013
- Successfully automated low priority incident ticket reduction
- Compile knowledge base article into ticketing system for quicker problem-solving incident ticket and improvised organizational agility
- Successfully presented SharePoint features among 500 stakeholders
- Successfully automated manual health check
- Successfully automated SharePoint owner group

Change Management Operation:

- Review and approve emergency and fast track changes.
- Track and monitor changes and projects through the ITIL Change Management lifecycle.
- Ensure Preparation of forecasts and evaluation of the actual impact of changes.
- Ensured each change Request had the appropriate documents, justification and relevant implementer/stakeholders are involved before the change is implemented.
- Coordinated with respective project teams and further managers involved in the organizational change.
- Identify potential risks for resistance as well as development of plans to intervene and ensure back up planned is successfully tested.
- Evaluate and ensure readiness for change communicating to stakeholders globally on change activities.

IT Security Roles and Responsibility:

- Monitoring security access.
- Conducting security assessments through vulnerability testing and risk analysis.
- Performing both internal and external security audits.
- Analyzing security breaches to identify the root cause.
- Continuously updating the company's incident response and disaster recovery plans.
- Verifying the security of third-party vendors and collaborating with them to meet security requirements.
- Review change implementation risk which mitigates major incidents outage.

🔹 December 2013 – April 2014

Analyst (Internship)

Kastam DiRaja Malaysia (Seremban)

Key Responsibilities:-

- Ensure all staff Document are filed systematically.
- Confer with supervisor regarding completed application form and report.
- Prepare and sort documents and data sheets.
- Perform document scanning work and link all scans with appropriate entries .
- Filing of Documents.
- Perform check and balance the reports with support team.
- Analysis and Key in data.
- Fill in Profile form for staffs and signatories data.
- Answer Incoming phone call.
- Update staff position and Grade development.
- Update staff salary according to their position in government employee log book.
- Administer documents for the department.