**VENKATARAMANA**

**E-Mail:** [venkataramana-394784@2freemail.com](mailto:venkataramana-394784@2freemail.com)

**Aspiring for challenging managerial assignments in IT Infrastructure Management Systems Administration, Networking, Systems Engineering, ERP Solution Selling with a reputed organization in the IT industry.**

**SENIOR IT PROFESSIONAL – AN OVERVIEW**

**Oracle EBS System Administration LAN/ WANAdministration. Data Centre Operations**

**Technical Support IT Infrastructure Management Resource Planning & Control**

**Helpdesk Management Quality Assurance/ SLA Compliance Relationship Management**

* An astute professional with **nearly 28 years** of experience in Business Applications, IT Infrastructure Management, Networking & Systems Administration with technical expertise in the implementation, operations and support functions of mission-critical business solutions using IT as a tool.
* **Currently associated with Appsys Global Inc, Chennai, designated as Account Manager – Sales (Middle East)**
* Proficient in Oracle EBS Program Management, Implementation, Support and Training Exposure.
* Functional knowledge in Oracle 11i & R12 Finance and SCM with Manufacturing Domains.
* Proficient in LAN/WAN administration, server configuration, hardware/software installation, troubleshooting/repair, desktop support, project management, technical procedure documentation, client relations & staff training/supervision.
* Demonstrated expertise in Network Administration under MS-Windows NT, 2000 / 2003 / 2008 Server.
* Facilitative Project Manager with proven abilities in Installing, Maintenance and Troubleshooting Problems of PC's with Multimedia, Printer, Network Equipment, Scanners, Modems, etc.
* An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management and significant experience working with steering committees & project managers.

**CERTIFICATION**

* Cisco Certified Network Associate fromSansbound. -- Koti Reddy

**SKILLS SET**

**Technical Skills**

ERP : Oracle EBS 11i & R12 (GL, AP, AR, **PO, INV, OM, WIP, BOM, MFG, QA**)

RDBMS : Oracle 8.0

Front End : Visual Basic 6.0

OS : Windows 2008, Windows XP, MS-DOS, UNIX

Networks : CCNA, Novell Netware V4.11, UNIX System

**Functional Skills**

**Business Applications:**As a Program Manager Executed Oracle EBS R12 Re Implementation of EBS R12 in Finance, Supply Chain and Manufacturing Domain.

**Networking Operations:** Addressing performance bottlenecks & ensuring maximum network uptime. Assisting in the design & implementation of large networks. Suggesting improvements in the operations and processes to make the system foolproof. Troubleshooting of LAN/WAN connectivity issues, software's and hardware.

**System Administration:** Maintaining the network infrastructure LAN/WAN, installation, migration & configuration of network client workstations. Monitoring and use of network management tools, server management tools & advanced troubleshooting skills in OS related issues. Imparting training to end-users in the post-implementation phase. Handling installation & configuration of operating systems, applications, servers & workstations.

**Technical Support/Troubleshooting:** Addressing performance bottlenecks & ensuring maximum network uptime. Suggesting improvements in the operations and processes to make the system foolproof.

**Client Servicing:** Managing customer service operations for rendering & achieving quality services. Responsible for resolving complaints on technical issues. Providing value added services by attending customer queries and issues.

**OCCUPATIONAL CONTOUR**

**Since May’18 Chennai Account Manager - Sales**

**Key Deliverables**:  Responsible for the management of sales and relationships with customers in India, Bahrain, Qatar & Oman. Maintaining the company's existing client relationships.

* Introduced New Clients In Bahrain, Qatar & Oman.
* Introduced New Clients In Chennai & Kolkata.
* Introduced Companies for Staffing in Oracle Support.

**Since Jan’17 to Jan’18 IT Manager**

**Key Deliverables**: Handling operations encompassing Mycom Retail Software administration at Muharraq. Responsible for implementation of ONYX ERP solution for our new outlet at ISA TOWN. Negotiating with Software / Hardware Vendors. Maintaining Backups of System State Data and Recovering using Recovery Tools. Implementing Hardware/software at the company.

**Since May’13 to Jan’17 Bahrain IT Administrator**

**Key Deliverables**: Handling operations encompassing administration & maintenance of the Oracle EBS Application, network, Servers, computers & peripherals. Negotiating with Software / Hardware Vendors. Maintaining Backups of System State Data and Recovering using Recovery Tools. Implementing Hardware/software at HO & Factories of the company.

**Significant Milestones:**

* Upgraded / Implemented Oracle ERP R12 from Oracle 11i (Accounting / Purchase / SCM / Manufacturing) for the company with the help of external consultants.
* Conduct as-is and to-be process analysis for business activities & comprehensively document the business process flows in SWIM LANE diagram.
* Redesigned Oracle EBS Chart of Accounts to meet Companies future expansion and Accurate Reporting Requirements by incorporating Company, Department and Cost Centre segments.
* Re designed Companies Organization Structure for efficient Consolidation.
* Designed test plans for testing the R12 application functionality across cycles by involving key users from all functional areas.
* Developed cutover strategy for deploying the R12 application without impacting the business operations.
* Designed and developed Oracle Applications access matrix with Segregation of Duties in order to mitigate security violations.
* Streamlined Period Close procedure.
* Supporting day to day operations of Oracle EBS and resolving operations issues in GL, AP, AR, OM, PO, INV & MFG.
* Involved in the process of renewing the company’s Website.
* Implemented Cyberoam Firewall for Company and established VPN connectivity to two factories at Sitra

**Since Feb’10 to May’13 Bahrain System Administrator**

**Key Deliverables**: Handling operations encompassing administration & maintenance of the network, Servers, computers & peripherals. Leading team of three network engineers & training them on the new technology. Negotiating with Software / Hardware Vendors. Maintaining Backups of System State Data and Recovering using Recovery Tools. Implementing Hardware/software at various outlets of the company.

**Significant Milestones:**

* Implemented ERP (Accounting / Purchase / Inventory Management) package for the company with the help of external client.
* Involved in the process of building the company’s Website.

**Since Aug’08 to Jan’10 Doha System Manager**

**Key Deliverables**: Handling operations encompassing administration & maintenance of the network, Servers, computers & peripherals. Leading team of two network engineers & training them on the new technology. Negotiating with Software / Hardware Vendors. Maintaining Backups of System State Data and Recovering using Recovery Tools.

**Significant Milestones:**

* Implemented ERP (Accounting / Tender Management /HR) package for the company with the help of external client.
* Involved in the process of upgrading the company’s Website.

**Jun’07 to Jul’08 System Administrator**

**Chennai**

**Key Deliverables**: Spearheading team of four network engineers, maintaining 99% uptime of WAN links & coordinating with USA team for various issues related in the WAN/LAN. Maintaining Backups of System State Data and Recovering using Recovery Tools & managing LAN / Cisco 2800 Routers.

**Significant Milestones:**

* Pivotal in creating company email id for the new joiner’s& maintaining the company IT infrastructure.
* Rendering advices & useful tips about Whiteboard, MSOFFICE to the tutors.

**Aug’00 to May’07 Hyderabad Assistant Manager – Computers & Information Services**

* Joined as an EDP Executive and rose to the **current position of** Assistant Manager **in** Oct’06.

**Key Deliverables**: Managing business activities as publishing books & working as In charge of CIS activities for all branches which is spread over 14 places, Hyderabad as central office. Responsibly handling administration & maintenance of the network, Servers, computers & peripherals with team of four network engineers. Maintaining Backups of System State Data and Recovering using Recovery Tools.

**Significant Milestones:**

* Spearheaded operations for the project on School Information System.
* Giving Information to Management about the updates needed for our software in Production / Editorial departments.
* Designed a report for taking Turnover Incentive of customers for Accounts Department.
* Best Employee Award in the year 2004-2005

**PREVIOUS ASSIGNMENTS HANDLED**

Mar’99 to Aug’00 Assistant Systems Officer

Feb’94 to Mar’99 Senior EDP Operator

Aug’90 to Feb’94 EDP Assistant

**ACADEMIC CREDENTIALS**

1987 Bachelor’s Degree in Physics Madras University.

**PERSONAL DOSSIER**

Date of Birth : 24th July 1965

Nationality : India

Languages Known : English, Tamil, Telugu, Hindi and Bengali.