**RENO**

Reno.80522@2freemail.com

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| **OBJECTIVE** |

To secure a challenging position in a modern, innovative and dynamic organization where I can use my logical and reasoning abilities and technical, communication and interpersonal skills effectively and grow along with the organisation.

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| **PROFESSIONAL SYNOPSIS** |

* **Red Hat Certified Engineer** (Certification number: 130-009-905)
* Knowledge skills on Samba, FTP, HTTP, Remote login, LDAP, ISCSI.
* **Oracle 10g Certified Professional** (Certification number: SR3151175)
* Knowledge skills on RMAN, Database Backups, Report Generating.
* Knowledge on projects with PL/SQL programming
* Experienced in Management Information System (MIS).
* Experienced in customer support services for clients based in Australia.

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| **WORK EXPERIENCE** |

**FRAGOMEN IMMIGRATIONS SERVICES, India (February 2013 – May 2013)**

**Process Executive – Database Support**

* Troubleshooting and maintaining Database FLV-GVS
* Handling troubleshooting issues about database records for all global offices
* Generate, maintain and analyze client requirement needs
* Creation of forms and reports to clients
* Good knowledge on SQL queries
* Develop and document technical processes
* Generate, maintain, analyze and present weekly/monthly Client Service reports

**Professional Skill:**

Database: MS Excel, MySQL Server

Other Software Packages: LOTUS Notes, MS Office 2003, 2007

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**Charter Mercantile Agency, India (January 2010 – February 2011)**

**Management Information Systems Engineer**

* Design reporting formats to provide accurate information in a clear and concise manner.
* Review the history of current reporting for better time utilization, consistency and accuracy.
* Monitor implementation of MIS processes and evaluate their effectiveness.
* Standardize similar reports across clients, departments and teams.
* Data collection, analysis and reporting as required. (I.e. Data/ Field Formatting, Data Storage, and report Generation)
* Preparing Workflow MIS reports and forecasting workforce availability based on data collected and trend analysis.

**Professional Skill:**

Database: MS Access, Excel, MySQL Server

Operating System: Windows XP, Linux (Ubuntu)

Other Software Packages: MS Office 2003, 2007

**Customer Support Executive (September 2008 – December 2009)**

**Client:  Optus Communications Private Limited,Australia.**

* Maintaining the daily CSAT ,AHT ,SVL of the entire process as per client satisfaction
* Sending the reports and feedback to the clients and the concerned team on a daily basis
* Take responsibilities for escalated concerns of the customers and give the ultimate solution to the concern of the customer

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| **EDUCATIONAL QUALIFICATIONS** |

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| **Course** | **Institute** | **University/Board** |
| B.Tech. (EC) | College of Engineering,Chengannur, India | Cochin University of Science and Technology, Kerala, India |
| A.I.S.S.C.E | United Indian School, Kuwait | Central Board of Secondary Education, India |
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| **PERSONAL DETAILS** |

Nationality : Indian

Languages Known : English, Malayalam, Hindi and French.

Visa Status : Visit Visa

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| **DECLARATION** |

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief

**Place**: Dubai **Reno**