



VYSAKH C

SUMMARY

ERP Technical Consultant with over 7 years of industry experience in SaaS. Known for being a fast-learner, detail-oriented and accountable. Enjoys finding solutions to complicated problems and providing the best experience to customers. Experience working well on teams as well as independently

EXPERIENCE

ERP Technical Implementation Consultant

Tranquil – Hawally City, Kuwait [2022 August-Present]

- Onsite ERP Implementation experience
- Determining ERP needs via consultation, business process analysis, and observations.
- Evaluating existing IT infrastructure and recommending system improvements.
- Deploying ERP solutions and ensuring seamless system integration.

Technical Support Engineer

Safe Software & Integrated Solutions, Palakkad, Kerala [2020 June-2022-August]

- Managing the deployment, monitoring, maintenance, upgrade, Data migration, and support of all IT systems,
- Collaborate with development team and vendors to resolve issues and improve our platform
- Application Testing and quality assurance
- Product training and supervising junior engineers

IT Project Consultant

Skybertech IT Innovations, Kochi, Kerala [2019 Dec-2020 May]

- Coordinate internal resources and third parties/vendors for the flawless execution of ERP, HRMS projects
- Ensure that all projects are delivered on-time, within scope & budget
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
- Create & maintain comprehensive project documentation, meeting minutes
- Track project performance, specifically to analyze the successful completion of shorthand long-term goals

Software Service Engineer

Soware Innovations, Kochi [2016-2020]

- Manage IT support to consumer clients, online-onsite
- Resolved customer complaints and concerns with strong verbal and negotiation and informed customers about issue resolution progress

Post Graduate Teacher Kozhikode, Kerala [2013-2016]

EDUCATION

- **Msc Computer Science**
Amrita Vishwa vidhyapeetham-2013
- **BCA**
Periyar University-2011

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Chingapuram P.O, Thikkodi,
Kozhikode, Kerala,
India- 673529

SKILL HIGHLIGHTS

- ERP/Software Implementation, SDLC
- IT Project Management/coordination
- Knowledge in IIS, SaaS, ITSM, ITIL
- Customer/Product support, training,
- Software configuration-Troubleshooting
- Application Testing, User Acceptance Testing-sign off
- Tranquil ERP HRMS, Projects, Production,
- Safe & smart Core banking system, NBFC and Nidhi Applications
- Infi mini ERP for retail,
- Business Requirement Analysis & Lead Generation

TECHNOLOGIES

- Databases: SQL Server 2008 R2, SQL2017, 2019
- Tools-Crystal report, Orange Scrum, Redmine,
- Office-365, Basic Hardware Networking

LANGUAGES

- English ★★★★★
- Malayalam ★★★★★
- Hindi ★★★★★

HOBBIES

- Music
- Farming