

ASHWINI RAMAMOZHAN

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Date of Birth / Place of Birth

05.10.1990 / Bangalore

Marital Status

married

Nationality

German

OBJECTIVE

Looking forward to an opportunity in a challenging environment to improve my knowledge in the concerned field also where I can explore my skills, thereby improving myself and bring laurels to the concerned organization.

PROFESSIONAL EXPERIENCE

01/2016 - as on date

German Trainer (Freelancer)

Levels A1, A2

09/2012 – 11/2013

Senior Systems Engineer

Williams Sonoma Inc.- Infrastructure Support

Responsible for continuous monitoring of all In-scope requests in the form of tickets being handled by offshore team.

Provide first level resolution on service requests and incidents reported through web, calls and E-mails reserving IP address using IPAM as per customer request

Work on various in scope alerts such as disk space, cpu utilization , robot inactive , path ping failure , reboot issues on windows / Unix / Linux / ecommerce /data network / backup towers

Handle job failure issues, backup failure alerts, and record lock issues on AS400 servers

Work on RDW, RMS, MMS job failures using Control-M/EM

Rerun the failed reports and restore to normal operation using Qlikview

07/2012 – 09/2012

Programmer Analyst Trainee

Cognizant Technologies Limited, Bangalore

Trainings on Incident, problem, change management processes

Attended various soft-skill trainings customized for catering to US-clients
and US-accent familiarization

EDUCATIONAL QUALIFICATIONS

06/2008 – 06/2012	Bachelor of Engineering <i>Electrical & Electronics</i>	84,34%	Anna University, M.A.M. College of Engineering, Trichy
06/2008	XII Matriculation	89 %	Bharathi Matric Hr. Sec. School, Coimbatore
06/2006	X Matriculation	88.9 %	Laurel Matric Hr. Sec. School, Coimbatore

PROFESSIONAL CERTIFICATIONS

CCP-Dovetail (Help Desk) - Cognizant certified

ITIL Version 3 (Cognizant Certified)

IT IS Six Sigma Yellow Belt –Level 0 (Cognizant Certified)

IT IS-Process Space (Cognizant Certified)

SKILLS

Analytical thinking

Organizational ability

Time Management

Teamwork

Adaptable

Tutoring German as a Foreign Language

People Management

Excellent written & verbal Communication Skills

Presentation & Problem solving Skills

Creative

LANGUAGE COMPETENCIES

Languages	English	Fluent
	Deutsch/German	Advanced (B2.1 Niveau)
	Hindi	Fluent
	Gujarati	Fluent
	Tamil	Native speaker

HOBBIES

Listening to music & playing badminton

REFERENCE

Mr. Sudhanshu Roy Pota	Retired Chief Engineer, GEB, Vadodara
Mrs Suchitra Ramachandran	State level Customer Service Manager ,ICICI PRUDENTIAL, Chennai

DECLARATION

I hereby declare that all the information given above is true to the best of my knowledge

March 2023

Ashwini Ramamoghan