

# GOKULARAJAN K S

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Dedicated Winzone/SAP Admin with 2+ years of total experience, specialized in front end Support and application enhancement. Identified areas of manual efforts and automated services which resulted in Cost benefits.

## EXPERIENCE

**NOVEMBER 2018 – PRESENT**

**SR.SYSTEMS ENGINEER, COGNIZANT**

### **SALESFORCE ADMIN:**

- **2+ Years of Experience** in Salesforce/CRM and SAP domain.
- **Salesforce Reporting:** Capable of running all types of reports from Salesforce as per Business or BU requirement.
- **Transition POC** - Responsible for on-boarding new applications to the project & ensure it reaches steady state.
- Performing administrative tasks such as setting up users, creating or updating fields, workflows, reports and dashboard and managing data using data loader or other tools.
- Good exposure towards ITIL concepts and Process Flow Management.
- **Access Manager** - Granting & Revoking required access for associates who are deployed & released from the Project.
- Identifying problem areas through Voice of Customer / ticket analysis and worked on many enhancements to stabilize the application functionalities.
- Played key part in Analyzing product functionalities and performance to propose for changes to the technical teams to enhance end user experience.
- Provided assistance from Creation of a Project till Project closure and Revenue Forecasting for the downstream applications.

## **SAP CONCUR:**

- Manage relationship with travel management companies and travel partners, and measures performance against service level agreements.
- Provide guidance to employees and managers on correcting, submitting and approving expense reports.
- Run various T&E reports via the Concur Intelligence reporting tool for the general ledger (GL) team and management.
- Reconcile files and continuously improve Concur Travel & Expense tools and processes.

## **MARCH 2018 – JUNE 2018**

### **TECHNICAL SUPPORT ENGINEER, HGS**

- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Provide assistance for customers with special billing requests.
- Listen to customer requests, and provide answer to the questions and provide telephone information.
- Resolve customer complaints or answer customer's questions regarding policies and procedures.

## **EDUCATION**

### **JULY 2013 – MAY 2017**

#### **BACHELOR OF ENGINEERING, JANSONS INSTITUTE OF TECHNOLOGY**

CGPA : 6.44

### **JUNE 2012 – MARCH 2013**

#### **HIGH SCHOOL, ERODE HINDU KALVI NILAYAM**

Percentage : 80.58

### **JUNE 2010 – MARCH 2011**

#### **S.S.L.C, A.E.T. MATRIC. HR.SEC. SCHOOL**

Percentage : 89

## CERTIFICATIONS

**ITIL FOUNDATION – PROFESSIONALLY TRAINED AND CERTIFIED IN ITIL FOUNDATION CONCEPTS (2018)**

**SALESFORCE – UNDERGOING SALESFORCE ADMIN CERTIFICATE.**

## ROLES AND RESPONSIBILITIES

- Handled Escalations from Delivery team and provided splendid resolutions and made it to appreciations.
- Primary of Contact for any application level issues & escalations.
- Ensure that all the customer complaints / suggestions are identified and notified to technical teams and driven till closure.
- Provided KT to all the Newly Hired associates into the Project.

## SKILLS

<b>Business Application</b>	CRM Application(WinZone), Forecasting applications
<b>Skills</b>	ITIL Foundation, SQL - Testing
<b>MS Office</b>	Excel, Word and PowerPoint
<b>Tools Used</b>	BMC Remedy (incident Management Tool)

- Teamwork, Leadership skills
- Good Customer Handling Skills
- Positive attitude
- Adaptability
- Ability to Work Under Pressure
- Application specialist
- Project Management

**HOBBIES:**

- Good Artist in doing Pencil sketches and Arts.
- Travelling and Exploring New Places and things.

**DECLARATION:**

I hereby conclude that the information provided above is true to best of my knowledge and belief.

Yours Faithfully,  
Gokularajan K.S