

# Ramesh Ayyar

## Professional Summary –

- **AWS certified Solution Architect**
- Nearly 5 years of experience with web and Desktop application support in Healthcare domain
- Actively involved in business requirement gathering, identifying business process, flaws under it with its impact, analysis of data and providing solutions to stakeholders and customers in real time
- Strong experience in database handling skills (MSSQL, MySQL queries, backup, restore)
- Good Understanding of DICOM standard and HL7 standard
- Having good understanding of ITIL and ERP ticketing tool
- Experienced with software implementation, deployment and application support
- Exposure with researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
- Sound technical knowledge and comfortable working on any technical skills which I am trained on

## Technical Skills –

- Windows Family (10, 8/8.1, 7, XP)
- MS Server (2008 R2, 2012)
- Linux (Mac, Ubuntu,)
- Ticketing Tools ( ERP ), Support Management System (Pandora)
- Database (MSSQL, MySQL)
- Production support (.Net Frameworks)
- Web Server(IIS)
- Basic Understanding of ITIL, Docker, Chef, Jenkins

## Work Experience -

**Organization – Medsynaptic Pvt. Ltd. (Healthcare Domain)**

**Designation- Technical Support Engineer** from 15 Feb 2016 to Till Date

## Responsibilities –

- Software installation and end user training (using team viewer)
- Database installation and its connectivity with application (MSSQL, MySQL)
- Database backup, restored and shrinking task needed to do at database server

- Working with Web Server IIS, LAN connectivity and port forwarding
- System troubleshooting and firewall handling
- Responsible for interacting with clients to understand business requirement and working towards solutions pan India
- Ensuring that response times and resolution times for calls are within SLA guidelines
- Always prioritize the tasks based on the client's or business needs and ensure to escalate unresolved issues to appropriate personnel
- Researching, diagnosing, troubleshooting and identifying solution to resolve system issue
- PACS prerequisites installation (Database, Web server IIS, required .net frameworks)

**Areas of interest –**

- Application support, customer interaction and stakeholder management
- Working on different databases (MSSQL, MySQL)
- Software installation, training and troubleshooting
- Software Implementation and its platform design