

# Ganesh Babu M



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**Address** Flat No. S7, 12/1,  
Yelenahalli Main Road,  
Akshaya Nagar,  
Bangalore – 560068.

**Mobile** +91 8610405607

**E-mail** ganeshbm.me@gmail.com

## Functional Skills

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- **13+** years of professional experience in the Information Technology industry, with extensive exposure to software product management, End-to-end ERP implementation and customer support.
- To Work in a challenging and creative environment which will provide me with the perfect platform to learn and focus on new avenues.
- To be a member of an organisation and continuously upgrade my technical skills and knowledge through careful observation and perseverance.
- Skilled at Team Management tasks including tasking, delegation, monitoring, feedback, skill upgrade, competency management, career planning, motivation & mentoring of the team.
- Willing to accept new challenges and take over responsibilities and completion of work with a high degree of perfection and accuracy within the stipulated time.

## Computing Skills

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- Languages: HTML, PHP
- GUI Tools: CPanel, WHM
- Web Technologies: LAMP and Web, Cloud Services
- Scripting Languages: Shell Scripting
- Database: MySQL
- Operating Systems: Windows, DOS, UNIX, Linux
- Servers: Apache web server, AWS

## Educational Details

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**2001-2004 Community College, Pondicherry University**  
Bachelor of Computer Application

## Training and Certification Details

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- Red hat Linux Essentials, System Administration, Networking and Security Administration
- Domain Awareness programme on Networking
- Web Development (LAMP Stack)
- Basic Training on Cloud Technologies (AWS)
- SAP MM Training ECC 6.0 EHP7

## Social

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- Participated in National Service Scheme
- Associated with SANKYA (NGO) – applying technology to education and health

## Hobbies

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- Playing Badminton, Travel, Photography, Music

## Work Achievement

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- Successfully done end-to-end ERP implementation for Healthcare (HIS), Real Estate and Education sectors.

## Work Objective

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- I look forward to utilizing the experience I have in Information Technology to help streamline a company's products for even more successful implementation.

## Career Objective

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- I look forward to join a product team (IT) to gain in-depth knowledge in product management. Aspire to become a Product Manager.

## Professional Experience

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<b>Provision Info Solutions Pvt Ltd</b>	<b>Product Lead</b>	<b>Mar 2018-FEB 2020</b>
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Managed concept-to-launch of CoAider-Co-working Space Management Software  
<http://provision.in>

As product lead completed development of cutting-edge SaaS solution for co-working industry.

Ensured products met or exceeded client expectations. Excelled at gathering feedback and requirements; communicating needed changes to relevant teams.

Developed a deep understanding of the business objectives of internal and external stakeholders; evangelized the product vision and built trust by maintaining an accurate and achievable roadmap.

Completion of Sales cycle via Cold calls and business emails, proposals and presentations for work demo.

Develop and manage digital marketing campaigns for product promotion and lead generation.

<b>H5 Global Solutions Pvt Ltd</b>	<b>ERP Implementation Consultant</b>	<b>Oct 2016-Sep 2017</b>
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Understanding the application requirements of the clients and provide specifications to software developers.

Install, test and troubleshoot regular and custom made applications and train clients on different functions of the application

Customer on-site visits to perform installs /upgrades. Responsible for the management of production problems, ensuring effective and timely resolution.

Responsible for working with the development teams to ensure releases are smooth, error-free, and easily rolled-back if required.

Lead support engineer for hosted solutions. Provisioning of web application on cloud environment. Beta testing new releases.

Implementation of new customer environments as well as the migration of existing customers on legacy releases to the current release.

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<b>Phoenix Login Solutions Pvt Ltd</b>	<b>Senior Customer Support Engineer</b>	<b>Apr 2012–Sep 2016</b>
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Responsible for managing Key accounts, acting as a liaison between client and the development team to maintain a strong working rapport.

Responsible for end-user training, client feedback and project-related updates.

Analyzing Project Specifications sent by the client and providing the best fit solution in terms of technology needed, third-party tools needed, examples of similar work etc.

Review and analyze the client requirement, check the feasibility of project execution with technical team sessions.

Developing proposals for projects according to the requirements, needs and project scope.

Preparation of RFPs in close association with the development team.

<b>Phoenix Login Solutions Pvt Ltd</b>	<b>Customer Support Engineer</b>	<b>Apr 2010–Mar 2012</b>
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Maintain strong relationships with key contacts in existing accounts.

Liaising between the technical team and clients, as well as senior management and stakeholders.

Responsible for client feedback and project-related sessions. Acted as a bridge between the client and the development team.

Analytical, problem-solving and critical thinking skills to solve day to day issues raised by customers.

Knowledge of custom application development process, web application development process in Open Source technologies PHP, MySQL (LAMP Stack).

<b>Phoenix Login Solutions Pvt Ltd</b>	<b>Network and System Administrator</b>	<b>Apr 2008–Mar 2010</b>
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**System and Network Administration:**

Providing hardware and software support.

Managing Windows network (users, computers, printers etc).

Hardware and networking troubleshooting and maintenance.

Installing, configuring, managing and maintenance of all servers and workstations.

Responsible for making contacts with computer equipment suppliers.

Making recommendations to management on purchase of hardware, software and equipments.

Responsible for all backups of the company.

## Linux Administration - Managing Linux based servers with LAMP stack:

Installed and configured all the Linux servers in the network as per the specifications of clients.

Monitored the servers and Linux scripts regularly and performed troubleshooting steps – tested and installed the latest software on server for end-users.

Maintained necessary back-up of the important files and documented Linux scripts for future reference.

Maintained existing programs/scripts and extended Linux system functionality as needed.

Researched the market to gain information on the latest updates available and recommended accordingly.

<b>Phoenix Login Solutions Pvt Ltd</b>	<b>Network and System Administrator Trainee</b>	<b>Mar 2007–Mar 2008</b>
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System and network administration, managing backups.

Troubleshooting hardware and system software problems.

Installing and configuring the peripherals, components and drivers.

Installing system software applications to user standards.

Managing domains name registration and hosting services.

## Technical Skills

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Linux/RHEL/Unix Administration, AWS Cloud Services, Unix Shell Scripting, DNS, Web Services (IIS, Apache), MySQL, Samba, LANs/WANs, TCP/IP.

## Personal Information

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<b>Date of Birth</b>	19 <sup>th</sup> January 1982
<b>Father's Name</b>	M.S. Murali Mohan(Late)
<b>Passport Number</b>	H8528483
<b>Permanent Address</b>	No.29, Kavikuyil St, Ashok Nagar, Lawspet, Pondicherry– 605008.

Date:

Place:

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(Ganesh Babu M)