**VIGNESH VENKATRAMAN**

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**Professional Profile**

Experienced IT Lead with over **10+ years** of experience leading **cross-functional teams** in delivering **critical software solutions**. Proven expertise in **revamping products** to capture **client requirements** and ensuring **timely implementation**. Skilled in architecting **scalable solutions**, **mentoring**, and **fostering collaboration**. Passionate about driving **business growth** through **technology** and delivering exceptional outcomes.

**Key Competencies**Agile methodologies (Scrum / Kanban /Agile Project Management), Strategic thinking, Business analysis, Market analysis, Budgeting, Conflict resolution, Product development, Customer focus, User experience, Entrepreneurial mindset, Analytical thinking, Critical problem-solving, Team management, Mentorship, Project management, Effective communication, Stakeholder management, Cross-functional collaboration, Continuous learning, Change Management, ReactJS, VueJS, NextJS, NodeJS, ExpressJS, JavaScript, TypeScript, Bootstrap, Tailwind, MongoDB, MySQL, AWS.

**Career History**

**WATERFORD INSULATION**

***IT Lead-Tech & Transformation. [ February 2024 - Present ]***

Waterford Insulation is a leading provider of cavity wall insulation, both internal and external wall insulation, spray foam insulation, attic & acoustic insulation, fire proofing, plumbing, renewable technology services, wall & roof ventilation.

* Transformed the entire business’s chain by implementing a CRM for their new solar venture which resulted in 40% increase in business flow efficiency.
* Lead the IT team in delivering required front-end components in the form of widgets using latest frameworks like ReactJS, VueJS.
* Develop project plans with timelines, milestones, budgets, and resource allocation.
* Managed and monitored the project execution according to the plan, ensuring tasks are completed on time and within budget.
* Managed marketing aspects of promoting their new business and making sure that we convert more leads through posts & campaigns.

***Key Achievement****: Implemented a custom CRM for Waterford Insulation's solar venture, increasing business flow efficiency by 40% and driving operational improvements.*

**ZOHO CORPORATION PRIVATE LIMITED**

***Technical Lead, Zoho CRM [ March 2019 – February 2022 ]***

An on-demand, SaaS-based customer relationship management (CRM) software solution designed to manage sales, marketing, contacts, customer support, and other business functions in a single cohesive platform.

* Worked with stakeholders to understand their IT needs and defined project scope for software implementations.
* Collaborated with supporting third-party and inbuilt applications to Integrate with CRM which increased the number of overall integrated apps by 100% which inturn increased our product’s revenue by 30%.
* Initiated the idea to build a personalized frontend framework to suit all Zoho Apps. This increased the overall efficiency of most Zoho Apps by 30%.
* Provided my team with a streamlined plan for all requirements gathered from clients to help them in completing the requirements on time and streamlining this increased our accuracy in delivering items by 50%.

***Key achievements:*** *Led the integration of third-party apps with Zoho CRM, doubling integrations and boosting product revenue by 30%, significantly enhancing platform functionality.*

***Member Technical Staff, Zoho Vault [ February 2015 - March 2019 ]***

An online password manager for individuals and teams which stores passwords and other confidential data in a centralized encrypted vault for secure access and management.

* Led a team in revamping our entire product’s UI using ReactJS.
* On-boarded new hires on organization's development process and guiding them in goal setting.
* Initiated and implemented the idea of moving our existing browser extensions to one code base which helped us in reducing the time spent on updates or bug fixes by 70% enabling the team to focus on other goals.
* Implemented on-demand features like automatic change password, Form Filling which attracted more new customers and boosted our subscriptions by 20%.

***Key achievements****: Directors of my company recognised my leadership skills and promoted me to work as a* ***Technical Lead*** *for Zoho’s highest revenue generating product Zoho CRM.*

***Engineer Trainee, Manage Engine - Security Manager Plus*   *[ February 2014 - February 2015 ]***

A network security scanner that proactively reports on network vulnerabilities and helps to remediate them and ensure compliance.

* Delivered hot-fixes as and when required.
* Handled mission critical and emergency situations as part of the technical team.

***Key achievements:*** *As a part of recognition for my performance i was promoted to* ***Member Technical Staff*** *position with an opportunity to work for a new product Zoho Vault in the company.*

**Qualifications**

MSc in Cybersecurity, *National College or Ireland [January 2022 – January 2023]*

B.E in Electronics & Communication Engineering, *Anna University [January 2008 – January 2012]*

**Additional Experience**

***Freelancing, Website Development* [*February 2023 – February 2024****]*

* Built static websites for an event management company and a restaurant.

**Languages**

English [*Proficiency : Fluent*]

Tamil [*Proficiency : Native*]