

# K. BHARATHI RAJA

## IT Infrastructure & Operations Professional

Enterprise Applications |  
Workflow Automation |  
AI Solutions |  
Digital Transformation

### CONTACT

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### KEY ACHIEVEMENTS

- 16+ Years Experience
- 1000+ Users Supported
- 500+ Employees Trained
- 4 Enterprise Business Solutions Delivered
- Maintained 99.9% Uptime

### CORE TECHNOLOGIES

#### Infrastructure

Windows Server, Linux, Zabbix, MeshCentral

#### Networking

Cisco, Sophos FireWall, DNS, DHCP, VPN

#### Development (AI-Assisted)

Python, Node.js, Next.js, React, TypeScript

#### AI & Advanced Data

Gemini API, RAG Architecture, Vector Search, PostgreSQL, SQL Server

## PROFESSIONAL SUMMARY

Technology professional with 16 years of experience in IT Infrastructure, Workflow Automation, and Technical Operations. Skilled in managing business-critical systems, supporting 1000+ users, and driving enterprise digital transformation. Combines deep infrastructure expertise with modern, AI-assisted development methodologies to rapidly prototype, audit, and debug full-stack applications. Successfully architected and delivered 4 major business platforms that drastically improve operational efficiency, service delivery, and corporate productivity.

## INNOVATION & INTERNAL SOLUTIONS

### Enterprise IT Operations Portal

Designed and developed a centralized IT Operations Platform to modernize infrastructure management and operational visibility across the organization.

**Features:** Asset Management, License Tracking, Employee Lifecycle, Real-Time Monitoring, Analytics Dashboard

**Tech:** Next.js, React, TypeScript, Node.js, SQLite, WebSockets, MeshCentral

**Impact:** Centralized IT Operations | Improved Asset Visibility | Faster Troubleshooting

### AI-Powered IT Support Assistant

Designed and implemented an AI-powered support assistant to automate first-level IT support and incident escalation.

**Features:** Self-Service Troubleshooting, Knowledge Base Search, Automated Ticket Creation, Dept-Based Escalation

**Tech:** Node.js, Google Gemini API, Internal Knowledge Base

**Impact:** Reduced Repetitive Requests | Improved Response Times | Automated Escalation

### AI-Powered Archival Search System (RAG)

A Retrieval-Augmented Generation (RAG) platform enabling conversational access to archived Tamil news content.

**Features:** Natural Language Search, Semantic Retrieval, Historical News Discovery, AI Research Support

**Tech:** Node.js, Google Gemini API, PostgreSQL (pgvector), RAG Architecture

**Impact:** Faster Archive Retrieval | Improved Editorial Research | Enhanced Knowledge Discovery

### DMR PDF Toolkit

Designed and developed an AI-enabled PDF productivity suite featuring OCR, document intelligence, and conversational PDF search.

**Features:** PDF Crop, Split & Merge, OCR Processing, AI Chat with PDF, Searchable Extraction

**Tech:** Python, Tkinter, Tesseract/PyMuPDF, Google Gemini API

**Impact:** Reduced Manual Processing | Improved Accessibility

## PROFESSIONAL EXPERIENCE

### Dinamalar Publication

September 2016 - Present

#### Officer - Workflow

- Direct and maintain critical enterprise publishing workflows for 1000+ distributed users, ensuring 99.9% uptime for mission-critical daily media production.
- Administer Anygraaf Suite including Neo, WebNeo, Planner, and related editorial systems.
- Support digital publishing, archival systems, and production workflows.
- Drive workflow automation initiatives improving operational efficiency.
- Monitor enterprise infrastructure using Zabbix and MeshCentral.
- Manage Windows and Linux server environments.
- Provide application support and incident resolution for business-critical systems.
- Coordinate system upgrades, migrations, and technology modernization initiatives.
- Develop internal business applications and AI-powered solutions.
- Personally upskilled and trained over 500 employees on modernized digital workflows, drastically reducing post-deployment support tickets.

### Major Projects

#### Anygraaf Workflow System

- Designed and deployed the Anygraaf editorial and publishing workflow system.
- Customized workflow processes to align with editorial requirements.
- Improved publishing efficiency and operational control.

#### Smart Archival System (DAMS)

- Led implementation of the Smart Archival Management System.
- Enabled seamless retrieval of archived publications, articles, and images.

#### AutoPage Flow System

- Implemented automated pagination workflows.
- Reduced manual effort and production errors.

#### Eneo & Epaper Upgrades

- Upgraded editorial and publishing platforms.
- Improved platform stability, performance, and user experience.

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### NCS Soft Solution Pvt Ltd

Maintained 99.9% Uptime

Sep 2013 - Sep 2016

#### Senior Technical Support Engineer

- Provided end-to-end support for advertisement booking and publishing applications.
- Managed SQL Server and Oracle database environments.
- Resolved application and production issues within SLA timelines.
- Improved application reliability and operational performance.
- Worked closely with development and business teams.

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### Sun Group (Dinakaran)

June 2010 - Sep 2013

#### Senior Network Engineer

- Managed enterprise network infrastructure including Cisco switches, routers, and SonicWall firewalls.
- Administered DNS, DHCP, VPN, and WAN connectivity for multi-site publishing operations.
- Ensured 99.9% network uptime supporting mission-critical newspaper production systems.
- Implemented network security policies and disaster recovery procedures

# CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

## Professional Development

- Software Testing Certification
  - Continuous Learning in AI, RAG Systems, and Enterprise Automation
  - Self-driven development in Python, Node.js, React, Next.js, and AI Technologies
  - Enterprise Infrastructure Monitoring using Zabbix and MeshCentral
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## TECHNICAL SKILLS DETAIL

### Infrastructure & Systems Administration

Windows Server 2022/2025 Data Center, Linux (Ubuntu, CentOS), Active Directory, Group Policy, DNS, DHCP, File Server, Print Server, Hyper-V, VMware, Backup & Recovery, Patch Management

### Networking & Security

Cisco Switches & Routers, Sophos Firewalls, VPN Configuration (Site-to-Site, Remote Access), WAN/LAN Administration, Network Security Policies, Bandwidth Management, Disaster Recovery

### Database Administration

PostgreSQL Administration, Microsoft SQL Server, Oracle Database, SQLite, Database Backup & Recovery, Query Optimization, Data Migration

### Monitoring & Remote Management

Zabbix Server Administration, MeshCentral Deployment & Management, Real-Time Infrastructure Monitoring, Alert Configuration & Escalation, Remote Desktop Management, Asset Tracking & Inventory

### AI-Assisted Development & Full-Stack Integration

- **AI-Driven Engineering:** Prompt Engineering, Code Debugging, AI-Assisted Rapid Prototyping
  - **Frameworks & Ecosystems (AI-Managed):** Node.js, Express.js, React, Next.js, TypeScript, Python
  - **AI & Data Architecture:** Google Gemini API, RAG Architecture, Vector Search, Advanced Data Pipelines
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## EDUCATION

### Master of Business Administration (MBA)

Annamalai University

2016 - 2018

### Bachelor of Engineering (Electronics & Communication Engineering)

M.N.M. Jain Engineering College, Anna University.

2006 - 2010