

# Prathap J

## Solutions Engineer

Experienced Solutions Engineer with a demonstrated history of working in the computer software industry. Skilled in Customer Relationship Management(CRM), Web Applications Development, RESTful WebServices, API, and Integrations using technologies JS, PHP, Python(Basics), MySQL, jQuery, HTML, CSS.



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## 5+ YEARS EXPERIENCE

### Solutions Engineer

#### LeadSquared [↗](#)

01/2018 – Present

Bengaluru

LeadSquared is a marketing automation and sales execution platform.

#### Achievements/Tasks

- Worked on more than 40+ custom project implementations.
- Engage directly with clients/partners to provide pre- and post-sales advisory, technical support, and technical account management.
- Built Custom Web Applications for many customer to solve their business problems.
- Plan and Execute the implementations of the product configuration / integration and migration work.
- Helping customer success managers to define the technical scope and estimation of the custom Projects.
- Design, document and assist in the implementation of solutions.

### Product Support Engineer

#### LeadSquared [↗](#)

06/2016 – 01/2018

Bengaluru

LeadSquared is a marketing automation and sales execution platform.

#### Received 5 appreciation mail from customers

- Address urgent issues quickly, work within and measure against customer SLAs.
- Maintain ongoing record of problem analysis and resolution activity in an on-call tracking system.
- Helping Customers to create Landing Pages and Digital Campaigns using LeadSquared Platform.
- Handling HTML and CSS design issues of LeadSquared landing pages.
- Product demonstration to new customers.

### Application Support Engineer

#### Bhash Software Labs

07/2014 – 05/2016

#### Achievements/Tasks

- Helping customers to integrate SMS service via RESTful API.
- Maintaining Server and Queue system of SMS Gateway.
- Creation and Activation of sub-domains for Reseller Panel.
- Suggesting solution to solve the root cause (the problem) of the incident.

## SKILLS

Java Script

jQuery

HTML

CSS

PHP

Problem Solver

Implementation

Product Customization

Technical Consulting

Mysql

CRM

UI Customization

## EDUCATION

### Bachelor of Engineering (Computer Science)

#### SJB Institute of Technology

## ACHIEVEMENTS

#### Star of the Quarter Award

Received 3 star of the Quarter of the award for best solutions and implementation done

## LANGUAGES

Kannada

English

Telugu

Hindi