AZATH ANVER

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Product Support Engineer

Product Support Engineer with a year of experience in cloud technology. Proficient in Troubleshooting, customer support, and IT solutions. Demonstrated ability to resolve 90% Issues within 24 hours, leading to improved customer satisfaction. Ready to leverage Expertise to drive success in a new role in a few months.

WORK EXPERIENCE

WPP • Chennai • 08/2025 - Present
Product Support and implementation • Full-time
OMS Support and Implementation Engineer.

- **System Implementation:** Assisting in the deployment and configuration of Open Media Studio tailored to client requirements, ensuring smooth go-lives and minimal disruption.
- **Client Onboarding:** Supporting new client onboarding processes, including training, data migration, and initial system setup.
- **Issue Resolution:** Troubleshooting OMS-related issues, resolving integration and performance problems in coordination with internal and external teams.
- **Process Optimization:** Identifying and implementing process improvements in OMS workflows to enhance operational efficiency and customer satisfaction.
- **Documentation & Reporting:** Creating and maintaining detailed documentation for implementations, support resolutions, and recurring issues to aid future support and scalability.

Netcore cloud • Coimbatore, Tamil Nadu, IND • 11/2023 - 07/2025
Started working as a support engineer in Netcorecloud cloud, which is a platform that helps marketers increase conversions, user engagement, and retention on websites & apps.
Product Support Specialist • Full-time

- Product Testing: Testing products to identify potential issues, ensuring they meet quality standards, and suggesting improvements.
- Product Updates: Assisting in the implementation of product updates, patches, and new releases, ensuring customers are informed and issues are minimized.
- Quality Assurance: Participating in quality assurance processes to ensure products meet customer expectations and industry standards.
- Escalation Management: Handling complex or escalated issues, coordinating with higher-level support or development teams to achieve resolution.
- Customer Support: Providing technical support to customers, addressing their inquiries, resolving issues, and ensuring a high level of customer satisfaction.

- Troubleshooting: Diagnosing and resolving product-related problems, often requiring in-depth technical knowledge and problem-solving skills.

EDUCATION

B.E in Computer Science Engineering

Karpagam College of Engineering • Coimbatore, Tamil Nadu, IND • GPA: 8.4 • 01/2020 - 12/2024

PROJECTS

Apple.com

Inspired and recreated the Apple's home page

Travel Desk

A Mobile App UI design for a travel booking App

Matrix App

A mobile app UI design for a Course seller regarding Stock Market

Spotify

A remodel of Spotify Mobile App UI design

Contact Manager

This Contact Manager which i have developed with JAVA Using file concept with ADES feature.

Automated Log fetcher

Developed a automated script to check the process done in which server. It will run the number of login sessions with respect to number of servers and get the logs in Short time.

Spread-sheet downloader

Developed a Python Script to download the data from google spreadsheet and save it in server.

Auto approve file

Automated a web page which will verify the invalid data and approve the files.

SKILLS

Application Support, Application Support, Automation, Bash, Bootstrap, Canva, C++ Programming, CSS, Debugging, Debugging, DevC++, Eclipse, English, Excel Sheet, Figma, Forex & MCX cryptocurrency, Frontend development, Front-End Development, Front-End Development, Github, HTML, HTML5, Java, JavaScript Frameworks, JSON Data Handling, Linux, Log Analysis, Microsoft Office, Multi form Editing, MySQL, Pages, PC & Laptop assembling, PowerShell, Prototyping, Python, Script Development, Selenium, Shell, Shell scripting, Sketching Portraits, SQL, Sql Work bench, Tableau, Task Scheduling, Trading in Indian& US stock market (Equities&Derivatives), Troubleshooting, UI & UX Designing, Unix, Usability, User Experience Design (UED), User Experience (UX), User Interface Design, UX Research, VPN Automation, VS Code, Web Development, Web Pages, Web Pages, Website Recreation