

## Professional Summary

15 plus years of experience in Product management, Business Analysis, Requirements Capturing, Requirements Management, Change Management, Customer support and providing end-to-end technical support.

## Professional Experience

### Aceolution India Private Limited.

**Duration:** From December 12, 2022 – August 31, 2023

**Designation:** Team Leader

**Client -** Microsoft

### Roles and Responsibilities

- Delivering post-implementation technical product support to Xandr's most strategic partners and customers
- Deeply understand the Xandr product, as well as external integrations and other open-source advertising technologies, and how Xandr clients leverage this technology to execute their goals
- Managing customer support cases daily, which includes verifying product issues, analyzing data, isolating, and diagnosing the problem, resolving the issue and communicating the resolution to the client.
- Troubleshooting product issues and clearly communicating complex technical concepts to internal and external strategic stakeholders
- Helping build our Customer Success muscle by developing and building best practices, customer facing assets, and internal training and development resources.
- Analyze and report on team results.
- Check daily reports regularly to spot and address any anomalies.
- Collaborate with manager regarding operational and staffing concerns.
- Conduct Incident quality audits and Call Monitoring activities through monitoring tool.
- Document runbooks
- Enhance and optimize current support processes and procedures.
- Ensure service levels are maintained on a daily basis.
- Ensure timely and accurate handling of incident and request tickets within prescribed SLAs.
- Escalate both internally and externally when required in accordance with defined Escalation Paths.

**Teams to collaborate with:** Product Support interacts with numerous functions within the business. The three most common are: commercial, engineering, and product. The variety of teams that we interact with requires that individuals be able to communicate with stakeholders that have a wide range of technical expertise/understanding.

## **PeopleONE Technologies Pvt. Ltd (Formerly Expertus Infotech Pvt Ltd)**

**Duration:** From January 10, 2014 to November 30, 2022.

**Designation:** Senior Product Support Analyst

### **Roles and Responsibilities**

- Prepare business requirements/ functional specifications for implementing large enterprise programs
- Capture and document data user stories, use cases, and workflows
- Create product prototype design and test functionality
- Conduct requirements walk through session with the stakeholders
- Work collaboratively with product team members -Product Managers, Designers, Developers and QA team members
- Validate as-built product to requirements
- Issue Management by reviewing the customer tickets and provide the fixes to be done to the development team. Monitor those tickets until closure and update the Product Management team comments wherever required.
- Effective interpersonal and leadership skills. Solid team building, problem resolution and decision making
- Proven ability in the area of written communication and presentation delivery
- Self-motivated with attention to detail
- Handling customer escalation's through call and addresses their issues and concerns.
- Providing Level 2 and 3 technical supports to clients. Troubleshoot and respond to customer queries (Functional and Technical).
- Integrating third party applications with the product.
- Supporting implementation team on testing on the product features, functionalities and branding for every pilot launch.
- Preparing KYC metrics and reports for customers.

## **CSS Corporation Private Limited.**

**Duration :** March 27, 2012 to September 06, 2012

**Designation :** Application Engineer

- Driving the efficiency and effectiveness of the incident management process
- Producing management information, including KPIs and reports
- Monitoring the effectiveness of incident management and making recommendations for improvement
- Developing and maintaining the incident management system

- Driving, developing, managing and maintaining the major incident process and associated procedures
- Reviewing and auditing the process
- To make sure , all the incidents are moved effectively through first, second and third line, as appropriate
- Managing high and critical Incidents to ensure timely completion
- Managing user escalation and Incidents which includes
  - Major Incident with a priority of “Critical” or “High “client facing
  - Priority 1 (Critical) and Priority 2 (High)

## **Fidelity Investments Limited**

**Duration :** October 30, 2006 to January 31, 2011

**Designation :** Senior Customer Service Associate

- Complete new KYC profiles for prospective clients, review and update KYC profiles for existing clients in adherence to the review schedule and ensure all KYC profiles are properly signed off
- Verify customer identity and related documentary proof.
- Conduct KYC due diligence check via Experian (Passport checker, Google, Telephone directory, World-Check).
- Handling account creation and maintenance activity for private individuals
- Dealing with UK mutual fund deals for sensitive and high priority customers in accordance with their specifications.
- Handling the huge fund transfers for high net-worth clients

## **ACHIEVEMENTS**

- Won the ‘Star of the quarter’ award in Q2 2017 in PeopleONE Technologies Pvt Ltd.
- Received “Extra Mile” and “Thank You” award in Q4 2017 in PeopleONE Technologies Pvt Ltd.

## **EDUCATIONAL QUALIFICATION**

**SSLC** : 1999 - 2000 Leo Matriculation Higher Secondary School. Chennai.

**HSC** : 2001 – 2002, Leo Matriculation Higher Secondary School. Chennai.

**Bachelor of Arts (Sociology)** : 2002 - 2005 from New College (Madras University).

## **TECHNICAL SKILLS**

- Microsoft Office – Excel, Word & PowerPoint
- SQL(Data Extraction and Validation)
- Manual Testing

## PERSONAL DETAILS

|                 |   |                    |
|-----------------|---|--------------------|
| Father's Name   | : | Raj Kanu R         |
| Date of Birth   | : | 01 December 1984   |
| Gender          | : | Male               |
| Nationality     | : | Indian             |
| Marital Status  | : | Married            |
| Languages Known | : | English and Tamil. |

Date:

Place:

**Raj Kanu R.**