

Indhira Kumar S

SENIOR PRODUCT SPECIALIST

GET TO KNOW ME

A Product Specialist with extensive customer handling experience and end-to-end process knowledge. Strive to understand the needs of the client and deliver the same on time with high accuracy. Help the stakeholders achieve their goals without compromise or difficulty and give a hassle-free experience throughout the procurement process.

My Personal Portfolio - <https://indhira19.github.io/my-personal-portfolio/>

MY TYPICAL DAY

- Customer handling via emails & calls to troubleshoot their issues.
 - Analyze data using various tools like Google Big Query, Elastic search, Apollo, etc., to set appropriate bad bot modules along with the Data Scientist team.
 - Debug the errors and integration issues, customizing CAPTCHA/block pages along with the Product Integration team.
 - Monitor the backend servers using various monitoring tools like Grafana, Tableau along with the DevOps team.
 - Handle Pre Sales calls and take Dashboard demos to the customers/prospects to give an overview of the product along with the Sales team.
 - Create tickets using Jira, Rally, RightNow, Freshdesk and assign them to respective teams to track all customer queries.
 - Create insights and bot traffic reports using Mailchimp and send them to customers/prospects
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KEY ACHIEVEMENTS

- Built a system to address customer queries which reduced the response time by 20%.
 - Received numerous customer appreciations for the best customer service.
 - Created a complete training guide that the team can follow, which made the team efficient and independent.
 - Designed innovative end-of-the-month reports which showed value propositions to the clients and ensured customer retention.
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SOFTWARE PROFICIENCY

- **Front-end Development** : HTML5, CSS3, JavaScript, jQuery, Bootstrap5
 - **Database Management** : MS SQL, Google Big Query, ElasticSearch
 - **Ticketing Tools** : Freshdesk, Jira, Rally, RightNow
 - **Monitoring Tools** : Grafana, Tableau.
 - **Other Tools** : Appolo, Cyrene, PostMan, Mailchimp, Hubspot
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CAREER BACKGROUND

Senior Product Specialist

Radware (May 2020 - Present)

- Collaborating with the business teams and clients to help develop critical reports for prospects onboarding and sales qualification.
 - Engage with internal teams to provide insights from existing analytical platforms.
 - Work closely with project stakeholders to understand the requirements and specifications for new data applications along with re-engineering existing models.
 - A subject matter expert and a consultant to the sales team by understanding customer business cases and assisting them in closure.
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Product Specialist

ShieldSquare (April 2016 - April 2020)

- Communicating with clients to understand their requirements.
 - Building a complete CRM that depicts the progression of a customer's conversation flow which anyone can quickly follow.
 - Creating a reliable and engaging customer service experience by building rapport with customers.
 - Coordinating with multiple teams to meet the client's requirements on time.
 - Discuss with clients what improvements they need on the product and develop the road map to achieve the same.
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ACADEMIC BACKGROUND

SRM (August 2014 - April 2016)

Master of Business Administration - Marketing

Sri Sairam Engineering College (August 2010 - April 2014)

Bachelor of Engineering - Electronics

PERSONAL INFORMATION



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INTERESTS

Biking

PC Gaming

Reading Novels
