

# Mohammed Jazeer B *Product Support Engineer*

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## PROFILE

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Product Support Engineer with 6+ years of experience delivering tier 1/2/3 technical support for SaaS/CPaaS platforms and real-time communications APIs. Expert in root cause analysis, API debugging, and incident management across Voice, SMS, and AI-powered solutions. Proven track record of improving product reliability, reducing escalations, and collaborating with engineering teams to drive product enhancements. Strong background in customer-facing technical roles with focus on deep troubleshooting and clear communication.

## SKILLS

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### Technical Support & Troubleshooting

- Root Cause Analysis, Incident Management, Log Analysis
- VoIP/SIP/RTP, Call Quality Analysis, Network Protocols (TCP/UDP, SSL/TLS)
- API Debugging & Integration (REST, XML/SSML, Webhooks)

### AI and Conversational AI

- OpenAI (ChatGPT, GPT API), ElevenLabs AI, Deepgram
- TTS/STT solutions, AI-powered automation workflows

### CRM & Ticketing Systems

- Zendesk, Zoho Desk, JIRA, Slack, Confluence
- Salesforce CRM, Zoho CRM, HubSpot

### Databases and Analytics

- Kibana, OpenSearch, SQL (pgAdmin, MySQL, MSSQL)
- Elasticsearch, Redis, Amazon Athena, QuickSight, Redshift

### Development & Testing Tools

- Postman, REST API, SDKs (Client & Server)
- Python, Java, PHP (debugging), FastAPI
- Mocky.io, RequestBin, Webhook.site

## PROFESSIONAL EXPERIENCE

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05/2022 – Present

Bangalore, India

### Product Support Engineer

*Plivo Communications Private limited* ↗

- Managed and supported **Plivo products**: **SMS (API/XML)**, **Voice (API/XML)**, **WhatsApp API**, **Verify API**, **SIP Trunking/Zentrunk**, **PHLO**, **VoIP Phone Numbers**, **Audio Streaming (AI)**, and **10DLC**.
- Provided Tier 1 and Tier 2 **technical support** to global clients via email, troubleshooting **call quality issues**, **call failures**, **DTMF issues**, **CLI issues**, **SMS delivery problems**, **API failures**, and product-related escalations.
- Performed **debugging of client code** in multiple languages (**Python**, **Java**, **PHP**) to ensure **compatibility with Plivo APIs**, hosting test environments in **Heroku**, **Mocky**. ↗ **io**, **webhook.site**, **request bin** for call flow design and validation.
- Assisted clients with **API integrations**, conducting **end-to-end API testing** to ensure seamless onboarding and adoption.
- Utilized **basic SQL**, **networking fundamentals (TCP/UDP/IP)**, **webhooks/callbacks**, **APIs**, **XML**, and **SDKs** to resolve customer issues.

- Diagnosed and resolved **network connectivity issues** with a working knowledge of **TCP/UDP, SSL/TLS**, and related protocols.
- Served as **Subject Matter Expert (SME) for Voice**, collaborating with **Product, Operations, and Engineering teams** to review trends from **JIRA** and support tickets, create **SOPs**, identify tasks that can be transitioned to support, and improve operational efficiency.
- Handled **critical customer escalations** and coordinated **incident resolution** with internal teams and carriers.
- Demonstrated strong **task prioritization** and urgency evaluation, ensuring timely resolution of all assigned cases within shift hours.
- Led **team handoffs**, monthly engagement activities, and weekly sync calls with **engineering and stakeholders** to address support gaps and improve collaboration.
- Authored **internal technical documentation** for Plivo products (**Voice, SMS, Zentrunk, PHLO**) to enhance team knowledge and assist with product configurations.
- Collaborated with **Product Managers** and **Engineering teams** to identify and drive **product enhancements**.
- Built and maintained strong working relationships with **customers, partners, internal team members**, and stakeholders.

02/2021 – 05/2022

Tirunelveli, India

#### **Technical Support Engineer**

*Bevywise Networks LLP* ↗

- Managed and supported **IoT products: MQTT Route, IoT Platform, IoT Simulator, and Industry 4.0 solutions**.
- Delivered **pre-sales and post-sales technical support**, including **customer onboarding, product demonstrations, license generation, proposal creation, invoice preparation**, and resolution of **technical and use-case-based queries**.
- Provided full-featured **product demos** to Tier 1 and Tier 2 clients/end-users, ensuring clear understanding of solution capabilities.
- Responded to client inquiries through **chat, email, Skype**, and **Zoho Desk** ticketing system.
- Led and trained a **2-member support team** to handle **priority tickets** efficiently.
- Worked with **Azure IoT** and **AWS IoT** platforms, including reviewing and analyzing **IoT data logs** for troubleshooting.
- Assisted with **REST API**-related queries using **Postman** and **cURL** for API testing and validation.
- Coordinated between **clients and development teams** for implementation, testing, and deployment of critical business applications.
- Created **process flowcharts, step-by-step implementation plans, and backout procedures** for deployment challenges.
- Supported **pre-sales activities**, including **cost estimation, scheduling, resource planning, demo presentations, consulting, and invoicing**.

03/2020 – 06/2020

Bangalore, India

#### **Relief Quality Analyst (IJP)**

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- Sent **hourly email reports** to managers containing **team performance statistics**, including updates on **performance concerns, disconnected chats, and auto-fail interactions**.
- Assisted in delivering **quality training lessons** to improve team performance and customer experience.
- Monitored daily results, conducted **trend analysis** on quality monitor outcomes, and identified **training and process improvement needs**.
- Utilized a **Quality Management System (QMS)** to **compile, track, and analyze agent performance trends** for continuous improvement.

2018 – 2020  
Bangalore, India

#### **Advisor (Technical)**

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- Handled **Overstock** and **Optus** processes, providing both **technical support** and **customer service**.
- Maintained **composure and professionalism** when managing challenging customer situations.
- Demonstrated **courtesy, active listening**, and strong **interpersonal skills** during all customer interactions.
- Processed **outbound technical support calls** at a rate **20% faster** than the team average.
- Researched and resolved customer issues by using multiple **computer systems** and **databases**, ensuring accurate complaint resolution and inquiry handling.
- Provided customers with regular **progress updates** regarding ongoing issues.
- Assisted customers with **billing** and **account-related queries**, ensuring accurate and timely resolution.
- Resolved escalated customer concerns using **effective verbal communication** and **negotiation skills**.
- Achieved **top 1–2 rankings** in monthly team metrics, including **cases handled per shift** and **customer satisfaction scores**.

## **PROJECTS**

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### **RTP PCAP IP Masking Utility**

*Plivo Communications | Python, Scapy, Wireshark*

- Developed Python-based utility using Scapy library to anonymize sensitive IP addresses (private and carrier IPs) in RTP .pcap files for secure sharing with external carriers and internal teams
- Implemented checksum recalculations and ensured full compatibility with Wireshark for network analysis
- Created internal SOPs and documentation for safe handling of network capture data during troubleshooting
- **Impact:** Improved data privacy compliance by 100% while maintaining diagnostic capability, enabling faster resolution of carrier-related voice quality issues

### **ElevenLabs Conversational AI Integration with Plivo Voice API & Audio Streaming**

*Plivo Communications | FastAPI, WebSocket, Python*

- Designed and implemented bi-directional audio streaming solution connecting ElevenLabs Conversational AI Agent to live phone calls via Plivo Voice API
- Built FastAPI WebSocket server for real-time audio handling, configured TTS/STT audio formats, and developed Plivo audio interface for seamless integration
- Automated provisioning workflow using GitHub Gists for phone number and application setup
- **Impact:** Enabled customers to deploy human-like AI voice agents with <500ms latency for inbound and outbound calls, expanding Plivo's AI-powered communication capabilities

## **EDUCATION**

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2014 – 2018                   **B.E, Computer Science and Engineering**  
Tirunelveli                   *Francis Xavier Engineering College*  
                                 First Class-6.86 CGPA

2013 – 2014                   **HSLC**  
Tirunelveli                   *Christhu Raja Higher Secondary School*  
                                 First Class-75.25%

2011 – 2012                   **SSLC**  
Tirunelveli                   *Saratha Matriculation School*  
                                 First Class 86.28%

## CERTIFICATES

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- Salesforce CRM
- Core Java and python
- PI/SQL Database (Oracle)

## TECHNICAL INTERESTS

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- Artificial Intelligence (AI) & Machine Learning
- API Testing & Integration
- Log Analysis & Troubleshooting
- Low-Code/No-Code Automation

## LANGUAGES KNOWN

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- English
- Malayalam
- Tamil
- Kannada