

Mohammed Jazeer B *Product support Engineer*

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PROFILE

Results-driven **Product Support Engineer** with 6+ years of experience in **technical troubleshooting**, **diagnostics**, and **issue resolution** for complex software and hardware systems. Skilled in **root cause analysis**, **incident management**, and **cross-functional collaboration** to improve product reliability and customer satisfaction. Proven ability to deliver **high-quality technical support**, optimize **product performance**, and implement **process improvements** to enhance user experience.

SKILLS

Databases and Analytics

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

APIs and Development Tools

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REST API, XML/SSML, SDKs (**Client & Server**), Postman

Webhooks

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[Mocky.io](#) [↗](#), RequestBin, [↗](#) [Webhook.site](#) [↗](#)

CRM Platforms

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Salesforce CRM, Zoho CRM, HubSpot

Ticketing and Collaboration Tools

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Zendesk, Zoho Desk, JIRA, Slack, Confluence

Operating Systems

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Windows, macOS, Ubuntu

AI and Conversational AI

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OpenAI (ChatGPT, GPT API Integration), ElevenLabs AI, Deepgram, AI-based Text-to-Speech (TTS) & Speech-to-Text (STT) solutions, AI-powered automation workflows

PROFESSIONAL EXPERIENCE

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)

[24]7.ai ☑

- 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)

[24]7.ai ☑

- 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

- **RTP PCAP IP Masking Utility** (*Plivo Communications*) Developed a **Python-based masking utility** using the **Scapy** library to anonymize sensitive IP addresses (private and carrier) in RTP **.pcap** files. Implemented checksum recalculations, ensured compatibility for Wireshark analysis, and created internal SOPs for safe sharing of network capture data. Improved compliance with data privacy requirements in troubleshooting workflows.
- **Integration of ElevenLabs Conversational AI Agent with Plivo Voice API** (*Plivo Communications*) Designed and implemented a solution to connect **ElevenLabs Conversational AI Agent** to phone calls using **Plivo's Voice API** with bi-directional audio streaming. Configured TTS/STT formats, built a **FastAPI** server for WebSocket handling, developed a Plivo audio interface, and automated phone number/application setup via GitHub Gists. Enabled real-time, human-like AI voice experiences for inbound and outbound calls.

EDUCATION

2014 – 2018 Tirunelveli	B.E, Computer Science and Engineering <i>Francis Xavier Engineering College</i> First Class-6.86 CGPA
2013 – 2014 Tirunelveli	HSLC <i>Christhu Raja Higher Secondary School</i> First Class-75.25%
2011 – 2012 Tirunelveli	SSLC <i>Saratha Matriculation School</i> First Class 86.28%

CERTIFICATES

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

TECHNICAL INTERESTS

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

LANGUAGES KNOWN

- English
- Malayalam
- Tamil
- Kannada

DECLARATION

I hereby declare that the information provided in this resume is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned herein.

Mohammed Jazeer B