

ARUN SUNDARARAJAN

Technical Operation Manager

PROFESSIONAL SUMMARY

Technical leader with 10+ years of experience across cloud SaaS support, data platforms, and product operations. Led global technical support teams managing production incidents, enterprise escalations, and reliability improvements for distributed data pipeline systems. Strong background in databases, APIs, and cloud infrastructure troubleshooting, combined with product ownership experience translating customer pain points into scalable roadmap initiatives. Proven track record of improving SLA adherence, reducing MTTR, and driving cross-functional alignment across Engineering, SRE, and Product teams.

SKILLS

Cloud Data Platforms (AWS, GCP, Azure environments)	Distributed Data Pipelines & ELT Architectures
Databases: PostgreSQL, MySQL, Snowflake, Redshift	API Integrations (REST, OAuth, Webhooks)
CDC, Schema Evolution, Data Consistency Debugging	P0/P1 Production Incident Management
SLA / MTTR Optimization	Escalation Management (Enterprise Accounts)
24X7 Global Support Operations	Product Backlog Ownership & Prioritization
Translating Customer Feedback into Roadmap	Reliability & Performance Improvements
Stakeholder Alignment (Engineering, SRE, TAM, Sales)	

WORK HISTORY

TECHNICAL OPERATION MANAGER 04/2022 to Current

Hevo Technologies Pvt Ltd, Bengaluru, India

Led a 15+ member L1/L2 technical support team delivering 24x7 support for a cloud-based ELT platform processing data for 2000+ global customers.

Owned operational SLAs (Response Time, Resolution Time, CSAT), improving:

- First Response Time by 35%
- MTTR by 28%
- Maintained >95% SLA adherence
- Managed P1/P0 production escalations involving: Data pipelines PostgreSQL, MySQL, Snowflake, Redshift , API integrations (Stripe, Shopify, Google Ads, NetSuite) & Cloud storage (S3-compatible systems)
- Achieved 90%+ critical incident containment within SLA
- Acted as escalation lead for \$100K+ ARR enterprise accounts, partnering with TAM, Engineering, and Product to restore production workloads under time-critical

constraints.

- Built structured incident review and RCA framework, reducing repeat issue categories by 22% over 2 quarters.
- **Partnered with Engineering & Product to:** Translate recurring support pain points into roadmap items, Improve connector reliability and ingestion stability, Influence hardening initiatives across 20+ integrations
- Implemented data-driven operational dashboarding (SQL-based analysis across ticket trends), identifying failure patterns and improving pipeline stability.
- Designed escalation playbooks and severity classification framework to align Support, SRE, and Product teams.
- **Drove automation initiatives:** AI-assisted ticket classification, Knowledge base deflection improvements, Reduced repetitive support queries by ~18%,
- Conducted weekly operational reviews with Engineering leadership to surface systemic platform risks and improve reliability posture.
- Mentored and developed team leads; improved internal promotion rate and reduced attrition.

PRODUCT SUPPORT ENGINEER 06/2019 to 04/2022

Hevo Technologies Pvt Ltd, Bengaluru, India

- Provided L2 technical support for a cloud-based ELT platform serving 2000+ customers, troubleshooting issues across data pipelines, REST APIs, PostgreSQL/MySQL, Snowflake, Redshift, and S3-compatible storage systems.
- Resolved complex production incidents involving authentication failures, schema drift, CDC lag, API rate limits, network timeouts, and ingestion pipeline failures, achieving >92% resolution within SLA.
- Led customer-facing technical debugging sessions with enterprise clients, analyzing logs, writing SQL queries, validating data inconsistencies, and restoring critical data flows under tight timelines.
- Partnered with Engineering and Product teams to reproduce defects, provide detailed RCA documentation, and influence bug fixes and platform reliability improvements.
- Reduced recurring ticket volume by identifying failure patterns in connector integrations and contributing to documentation updates, automation scripts, and proactive monitoring improvements.

PRODUCT SUPPORT ENGINEER 04/2018 to 05/2019

Sprinklr, Bengaluru, India

I was working with Sprinklr's Ads platform and supporting customers like McDonald's, Nike, Adidas on their ad campaigns.

- Conducted root cause analyses on recurring issues, implementing preventive measures that mitigated future occurrences.
- Managed critical product escalations, coordinating efforts across teams to achieve prompt resolutions.
- Contributed to the development of new products by providing valuable user feedback from a support perspective.
- Delivered exceptional customer service through proactive communication and swift resolution of support tickets.

TECHNICAL SOLUTIONS ENGINEER 01/2015 to 04/2018

Yahoo! Inc., Bengaluru, India

I was part of the Yahoo Ad Serving Platform Support (DSP + Premium) and supporting internal employees with their issues regarding campaign access, creation, and ad serving.

- Supported internal Ad Operations and Sales teams on Yahoo's Demand-Side Platform (DSP) and Premium Ad Serving systems, resolving issues related to campaign creation, targeting configuration, access permissions, and delivery discrepancies.

- Investigated ad serving failures including tracking pixel misfires, targeting mismatches, budget pacing issues, and reporting inconsistencies by analyzing logs and platform data, ensuring minimal disruption to active campaigns.
- Partnered with Product and Engineering teams to escalate platform defects, document reproducible cases, and improve operational workflows for campaign setup and access management.

ASSOCIATE ANALYST 03/2014 to 12/2015**Minacs**, Bengaluru

I was part of the iPhone/iTunes customer support team at Minacs.

- Handled high-volume email-based customer support for iPhone and iTunes products, consistently meeting agreed SLAs while maintaining quality and accuracy standards.
- Diagnosed account, billing, sync, and software-related issues; routed complex cases to specialized technical teams and proactively followed up to ensure timely resolution.
- Improved turnaround time for recurring issue categories by documenting structured SOPs and knowledge articles, enabling faster resolution and reducing repeat escalations.

EDUCATION**Park College Of Technology**, Coimbatore, India**Bachelor of Science**, Aeronautical Engineering, 06/2013

- Final Grade: 80%

PERSONAL DETAILS**Date of Birth:** 02/10/1991**Marital Status:** Married**Gender:** Male**Nationality:** Indian**Visa Status:** Full Working Capabilities