LIGIA ZANCHET

Customer Support Engineer

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About Me

Customer Support Engineer with over 5 years' experience in B2B SaaS platforms (Atlassian, SAP Ariba, Dell).

Skilled at resolving complex technical issues, building knowledge bases, and empowering customers through empathetic support.

Adept at partnering with product and engineering to champion user needs, streamline onboarding, and improve customer experience.

Thrives in fast-paced, remote-first environments and I'm passionate about turning challenges into simple, positive experiences for customers.

Skills

- SaaS Customer Support
- Troubleshooting & Root Cause Analysis (SQL, Splunk, logs)
- Knowledge Base, Documentation & Onboarding Content
- Cross-team Collaboration & Stakeholder Management
- Agile & DevOps Practices | ITIL Processes

Awards

- Innovation award ShipIT- FY26Q1 Atlassian Created an AI project to help teams find similar issues, resulting a reduction of 3 minutes per ticket.

Certifications

- Atlassian Certified Administration Expert
- Certified Agile Dev Ops Specialist
- ITIL Foundation

Languages

- Portuguese
- English

Experience

Customer Support Engineer
Atlassian 2022–Current

- Resolved complex Jira support cases with 95%+ customer satisfaction.
- Created global onboarding documentation used across teams to standardize best practices.
- Partnered with engineering to report defects, validate fixes, and influence product features.
- Developed an AI-driven diagnostic tool that identify customer friction, increasing the CSAT by 5%
- Contributed to internal knowledge bases, increasing case deflection and boosting self-service adoption by 5%.
- Mentored and onboarded new team members, including shadowing, knowledge transfer, and skill development.

Customer Support Engineer
SAP 2019 – 2021

- Conducted root cause analysis using Splunk, SQL, and application logs to resolve recurring system reliability issues.
- Partnered with development teams to resolve code-level bugs, contributing to product improvement through clear defect documentation.
- Authored and maintained user guides, KBAs, helping reduce ticket volume and enable internal teams.
- Facilitated knowledge transfer and peer coaching sessions to upskill junior support analysts and reduce onboarding time.
- Ensured consistent customer experience by aligning issue handling with escalation processes and support quality standards.

Application Analyst
Dell 2015 – 2019

- Ensured optimal system uptime and reliability through proactive monitoring, performance tuning, and incident resolution.
- Diagnosed and resolved software/hardware issues, coordinating with development teams for timely solutions.
- Planned and deployed system upgrades to enhance stability and capabilities.
- Identified performance trends, proposed enhancements, and implemented improvements to boost efficiency and prevent outages.
- Communicated with stakeholders to resolve incidents and improve satisfaction.
- Collaborated with the database team to automate over 40% of support case processes, reducing manual workload and enhancing operational efficiency.