LIGIA ZANCHET

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Languages: Portuguese, English, Dutch (learning)

Customer Support Engineer with over 9 years of 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

EXPERIENCE

2022– CURRENT

CUSTOMER SUPPORT ENGINEER
ATLASSIAN – NETHERLANDS

- **Resolved complex, escalated cases** by applying deep diagnostic and analytical skills; collaborated directly with developers to accelerate fixes for critical incidents, reducing time to resolution with 95%+ customer satisfaction.
- **Partnered with product owners, engineering, and SREs** to advocate for customers, escalate feature requests, and clarify bug reports; contributed product feedback that shaped both immediate fixes and long-term improvements. Authored documentation and community resources to close knowledge gaps and reduce recurring case volume.
- **Drove workflow optimization initiatives**, including SOP creation and process automation, that improved ticket handling efficiency, knowledge management, and system reliability.
- **Delivered lasting impact** by resolving high-complexity technical problems, implementing process improvements, and strengthening both customer satisfaction and internal operations.

Key Achivements:

- Created global onboarding documentation used across teams to standardize best practices.
- Developed an AI-driven diagnostic script 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.
- Innovation award ShipIT- FY26Q1 Atlassian Created an AI project to help teams find similar issues, resulting a reduction of 3 minutes per ticket.

2008 – 2014

CUSTOMER SUPPORT ENGINEER

SAP – BRAZIL

- Conduct 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.
- Provide solutions to any issues regarding XML, including SOAP and HTML requests and http/https.
- Scheduled customer calls to understand their concerns thoroughly, reproduced issues internally, and conveyed steps to Engineering.

Key Achivements:

- Create internal and external content for SAP Ariba's User Community and internal knowledge base.
- Contributed to the design and implementation of **Splunk dashboards** that improved reporting accuracy and provided critical insights for strategic stakeholders.

2015 – 2019

APPLICATION ANALYST

DELL – BRAZIL

- 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.
- Support of all Dell's production and non-production SQL Server database environment and Oracle.
- **Supported and maintained Oracle and SQL Server environments**, including installation, upgrades, patching, replication services, and performance tuning.
- **Troubleshot and resolved critical incidents** by analyzing root causes, performing proactive health checks, and optimizing database performance to reduce downtime.
- **Configured backups, recovery processes, and monitoring solutions**, ensuring data availability, integrity, and reliability across production and non-production systems.

Key Achivements:

- Collaborated with the database team to automate over 40% of support case processes, reducing manual workload and enhancing operational efficiency

- Awarded with OnThe-Spot Award FY19-Q1.

CERTIFICATIONS

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

SKILLS

TECHNICAL/TOOLS

- ❖ **Splunk** (SPL, dashboards, monitoring, log analysis)
- ❖ **Atlassian Tools Suite** (Jira, Confluence, Service Management, Administration)
- ❖ **AI & Automation**: Prompt engineering, AI-driven diagnostics, workflow automation
- ❖ **Application Logs & Integrations**: XML, SOAP, REST APIs, log parsing
- ❖ **SQL & Oracle Database Administration** (performance tuning, replication, backups, recovery)
- ❖ **Cloud Platforms**: AWS, Azure, GCP (especially security & monitoring modules)
- ❖ **Monitoring & Observability**: SRE practices, proactive health checks, incident response

CORE COMPETENCIES

- ❖ Incident & Problem Management (root cause analysis, MTTR/MTRS reduction)
- ❖ Process Documentation & SOP Creation
- ❖ Onboarding, Mentoring & Knowledge Transfer
- ❖ SaaS Customer Support
- ❖ Agile & DevOps Practices | ITIL Processes
- ❖ Stakeholder & Cross-functional Collaboration (Product, Engineering, SRE, Compliance)