

# LIGIA ZANCHET

Utrecht - Netherlands

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Languages: Portuguese, English, Dutch (learning)

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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, achieving 95%+ customer satisfaction.
- Partnered with Product Owners, Engineering, and SRE teams to advocate for customers, escalate feature requests, and clarify bug reports; contributed actionable feedback that drove both immediate fixes and long-term product 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, improving ticket handling efficiency, knowledge management, and overall system reliability.
- Delivered lasting impact by resolving high-complexity technical problems, implementing process improvements, and strengthening both customer satisfaction and internal operations.

### Key Achievements:

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

2019– 2021

## CUSTOMER SUPPORT ENGINEER

### SAP – BRAZIL

- 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 and knowledge base articles (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 a consistent customer experience by aligning issue handling with escalation processes and support quality standards.
- Provided solutions for issues related to XML, including SOAP and HTML requests, as well as HTTP/HTTPS communications.
- Participated in customer calls to thoroughly understand their concerns, reproduced issues internally, and communicated detailed findings and steps to the Engineering team.

#### Key Achievements:

- 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 and hardware issues, coordinating with development teams to deliver 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.
- **Supported and maintained Oracle and SQL Server environments**, including installation, upgrades, patching, replication services, and performance tuning.
- **Troubleshoot 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 Achievements:

- 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
- Microsoft Azure AZ-900

## 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)