

Mohit S. Navandar

Mobile No: +91-8669068878

cse.msn@gmail.com

Objective

Secure a position that will enable me to use my strong analytical, communication & organizational skills, customer service background and my ability to work well with people.

Summary

- Working as a **Technical Support Engineer + Automation + Data Science** at Mobikon Asia Pte. Ltd. (June 2018 till the date)
 - o Reduced 30 days works to 5 hours via Automation (Google Maps API + Shell Script + Made Customer Android App)
 - o Initiated and took ownership of multiple technical tasks
 - o Successfully decreased Engineering Team's dependencies resulting in faster resolution
 - o Automated many monotonous work, reducing the manual work, built 2 3 internal tools for everyone's use
 - o Performed data science on historical data for improvements in the SOPs.
- Worked as a **Product Support Specialist** (Support Engineer) - L1 & L2 Level Support for Verificent Technologies from May 2017 - May 2018 (**Outstanding performer award - Support just within 6 months**).
- Worked as a **Technical Escalation Consultant** (L1 Support - Operations) for **PubMatic India Pvt. Ltd.**
- Completed Global Certification Red Hat Certified Engineer and Red Hat Certified System Administrator (Certification ID: 160-138-699).

| Technical Skills | |
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| CRM Handled | FreshDesk, JIRA, Salesforce, Confluence |
| Languages Known | Python, Shell Scripting, SQL, JavaScript, Core Java (Android Development) |
| Web Technologies/Tools | HTML, PHP, REST, JSON |
| Databases | MySQL, HBase (Hive & Big Data basics) |
| Operating Systems | Mac, Linux, Android, Windows all version |
| Hardware Exposure | System integration, troubleshooting |
| Strength | <ul style="list-style-type: none">• Self Learning• Ability to handle multiple chats, calls and turn negative feedback to positive one.• Strong logic of core processing and working of computer and operating system, software of any platform and internet |

Professional Experience :

| June 2018 - Till the date | |
|--------------------------------------|---|
| Company | Mobikon Asia Pte. Ltd. |
| Role | Technical Support Engineer |
| Some of my Responsibilities includes | <ol style="list-style-type: none">1. Thinking and acting as a Product Owner and try to resolve the issues on my end2. Servicing L2, L3 level tickets for Singapore, Philippines, Malaysia, India, UAE geo regions (FreshDesk and JIRA ticketing tools), keeping track of SLA's.3. Helping the customer to onboard and help them to understand do's and don'ts of the products.4. Communicating with the clients through Calls/Chat/Emails and understand their concerns and help them to identify and use cases of the Product.5. Proactive participation in automation of reports (Python, PHP, Hive, SQL, JSON) and constantly give suggestions for improvements of the product based on the reports.6. Automating the multiple reports sent to the management people of CXO designation and to the director of engineering.7. Taking ownerships of escalations on weekdays and during the weekends (On demand call) as well, following up with the internal stakeholders to address the issue.8. Reproduce the issue and update the production table rows as per the client demands.9. Use APIs to perform the tasks.10. Revamped FreshDesk's Support Channel Setup from Scratch.11. Troubleshooting the clients Android/Web Apps system to diagnose and resolve the issue with remote sessions.12. Constantly monitoring the ticket queues and make sure that my team receives more awesome feedbacks (Increasing the customer satisfaction level with addressing the issues).13. Creating and maintaining manual and documentations for knowledge base.14. Working with the testing team to test the beta releases.15. Setting up the FreshDesk / Canned responses / Chat Shorthands / Account setup. |

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| | 16. Provide training to the co-workers on automation 17. Use Data Science on historical data and provide report to the team manager. |
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| May 2017 - May 2018 | |
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| Company | Verificent Technologies |
| Role | Product Support Specialist |
| Some of my Responsibilities includes | <ol style="list-style-type: none"> 1. Servicing L1 and some L2 level tickets for America, EMEA, ASEAN, APAC geo regions on rotational shifts basis (FreshDesk and JIRA ticketing tools), keeping track of SLA's. 2. Helping the customer to onboard. 3. Communicating with the clients through Calls/Chat/Emails and understand their concerns and help them to identify and use cases of the Product. 4. Taking ownerships of escalations on weekdays and during the weekends (On demand call) as well, following up with the internal stakeholders to address the issue. 5. Reproduce the issue and update the production table rows as per the client demands. 6. Troubleshooting the clients Mac/Windows system to diagnose and resolve the issue with remote sessions. 7. Constantly monitoring the ticket queues and make sure that my team receives more awesome feedbacks (Increasing the customer satisfaction level with addressing the issues). 8. Proactive participation in automation of reports (PHP, Hive, SQL, JSON) and constantly give suggestions for improvements of the product. 9. Creating and maintaining manual and documentations for knowledge base. 10. Training the new joiners on the products and help them to understand the standard operating procedure (Managing a team of 3 members). 11. Working with the testing team to test the beta releases. 12. Creating, maintaining and presenting the weekly escalations reports to the team and the CEO. 13. Setting up the FreshDesk / Canned responses / Chat Shorthands / Account setup. |

| Sept. 2016 – Mar. 2017 | |
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| Company | PubMatic India Pvt. Ltd. |
| Role | Technical Escalation Consultant |
| Some of my Responsibilities includes | <ol style="list-style-type: none"> 1. Servicing L1 and some L2 level tickets (EMEIA, JP, APAC region) (JIRA and Salesforce Ticketing System) keeping track of SLA's. 2. Working with NOC team to monitor Nagios (Infrastructure, Server, Capacity and some Linux Services such as Apache, MySQL). 3. Syncing with DBA team to execute heavy queries. 4. Helping CSOM's for Publisher Onboarding through backend changes using SQL. 5. Ensuring end to end setup of Publisher and consistently monitoring oRTB Publishers for Ad Monetization. 6. Helping publishers to understand the product. 7. Creating custom reports with APIs as per demand. 8. Scheduling crons to pull AdTag level reports for Publisher and analysis of reports. 9. Creating and running hive queries to pull raw logs from logger and tracker level data for analysis for Publishers and CSOMs. 10. Many Publisher level settings on demand. |

| Aug. 2015 – Nov. 2015 | |
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| Company | Core Integra Consulting Pvt. Ltd. |
| Role | Operation Executive |
| Some of my Responsibilities includes | <ol style="list-style-type: none"> 1. Configuring and managing network of hundreds of Computers 2. Commencement of online examination over centers 3. Conducting online exams of candidates 4. Managing dashboards and centers for student addressed issues 5. Handling computer, hardware, network related issues 6. Having a call with authorities of various PSUs and making decisions about setup and any incident 7. Creating and providing all reports to TCS iON authorities |

| Academic Credentials | | | | | |
|---|------|------------------------------|-----------------------|------------|-----------------------------|
| Degree | Year | College/University | | Percentage | Class |
| Bachelor of Computer Science and Engineering [Final Year] | 2015 | Dr. Marathwada Aurangabad | Babaseheb University, | 65.86 % | First Class |
| Bachelor of Computer Science and Engineering [3 rd Year] | 2014 | Dr. Marathwada Aurangabad | Babaseheb University, | 61.46 % | First Class |
| Bachelor of Computer Science and Engineering [2 nd Year] | 2013 | Dr. Marathwada Aurangabad | Babaseheb University, | 60.06 % | First Class |
| Diploma in Computer Engineering | 2012 | MSBTE, Mumbai | | 65.35 % | First Class |
| S. S. C. | 2009 | Divisional Board, Aurangabad | | 84.92 % | FirstClass with Distinction |

| Personal Information: | |
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| Name | Mohit S. Navandar |
| Date Of Birth | 08/04/1995 |
| Languages Known | English, Hindi, Marwari, Marathi |
| Marital Status | Single |
| Hobbies | Listening Music and Reading Books and Surfing Internet |
| Permanent Address | House No. : 33, Mhada (Shraddha) Colony, Opp. Dhoot Hospital, Jalna Road, N-2, Cidco, Aurangabad. |

(Navandar Mohit S.)