

# Subroto Burman

📍 12 Madhav Park Part-3 Near Madhav School, Vastral, 382418 Ahmedabad, India

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## Summary

Customer-focused software professional with superior communication skills and expertise in various technical platforms. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## Professional Experience

07/2022 – present  
Hyderabad

### **Sr. Application Associate**

*S&P Capital IQ (India) Pvt. Ltd.* [🔗](#)

- Deploy/Support Xpressfeed Loader application on client's enterprise level environments
- Assist in solution sizing, deployments, configurations and troubleshooting on-the-go
- Gather depth knowledge of products from a content and delivery standpoint, and assist with pre and post Sales' opportunities
- Bring new ideas for innovation and automation excellence into the technical support process and build tools that will help replicate, troubleshoot, and resolve client issues.
- Assess the technical dynamics within client environments that might impact product performance and recommend changes for improvement
- Involved in product strategy, roadmaps, and user-acceptance testing
- Client-side solution deployments, implementations, upgrades, and migrations

02/2017 – 07/2022


### **Software Specialist**

*EclinicalWorks India Pvt. Ltd* [🔗](#)

- Respond to customer cases in line with Service Level Agreements.
- Proactively identify and resolve potential problems in an effort to prevent them from occurring and improve the overall customer experience.
- Approach each case with a goal of ensuring products are performing at an optimal level by addressing any underlying or additional problems uncovered during each customer engagement.
- Research and replicate difficult configuration, compatibility or product-defect issues and track results of investigations in appropriate systems also recommend possible solutions and drive resolutions.
- Escalate to appropriate Product Development Team if no resolution can be found, or for bugs or customized solutions
- Develop documentation and the Technical Support Knowledge Base to reduce troubleshooting time and drive faster issue resolution.
- Participate in new product releases and beta cycles to ensure information and training requirements are met to support new product.
- Interact with Sales, Engineering and Product Management and participate in bug scrubs and project meetings to coordinate resolutions to customer-specific product issues and overall technical support trends.

07/2016 – 01/2017

### **Business Development Executive**

*Technostack InfoTech Pvt. Ltd* 

- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Recorded and maintained relevant notes for each client and work order.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

05/2015 – 06/2016

### **Sales Consultant**

*Credencys Solution Pvt. Ltd* 

## **Education**

2012 – 2015

### **Bachelor of Engineering in Computer Engineering**

*Universal College of Engineering & Technology / Gujarat Technological University*

CGPA= 8.0/10

2009 – 2012

### **Diploma in Computer Engineering**

*Government Polytechnic Gandhinagar/ Gujarat Technological University*

CGPA= 8.57/10

2009

### **SSC**

*Gujarat Higher Secondary Board.*

75 Percentage

## **Certificates**

- AZ-900: Microsoft Azure Fundamentals

## **Skills**

### **Cloud environments**

*AWS, Azure*

### **Tools:**

*SQL Server Management studio, JIRA, Microsoft Office,FileZilla*

### **CRM**

*Salesforce*

### **Database**

*SQL,MY SQL,Postgress sql*

### **OS**

*Windows, Linux*

### **Programing Language**

*Python,*

