SABARINATHAN T

📍 Coimbatore | 📞 +91 76959 15645 | ✉ sabarinathant2024@gmail.com

🔗 [LinkedIn](#) | 🌐 [Portfolio](#)

Professional Summary

Proactive Technical Support Engineer with 1.1 years of experience providing L1/L2 support, troubleshooting SaaS platforms, and managing client escalations. Adept in SLA compliance, ticket handling, and technical documentation. Possess exposure to cloud computing environments (AWS), Linux system operations, and network monitoring. Enthusiastic about leveraging automation and cloud technologies to enhance system reliability and performance.

Work Experience

Analyst (Technical Product Support) | Aceolution INC *Sep 2024 – Present*

- Supported the Microsoft Xandr SaaS platform by resolving over 500 tickets with 98% SLA compliance.
- Collaborated with engineering teams to troubleshoot performance, integration, and reporting issues.
- Provided step-by-step technical guidance to global clients, ensuring minimal downtime.
- Documented root causes and reusable solutions, improving future case resolution efficiency.
- Worked on monitoring integrations and automation tasks, gaining exposure to AWS and system-level troubleshooting.

AI/ML Intern | Probeseven – BetterLives *Mar 2024 – Sep 2024*

- Assisted in backend integration with REST APIs using Flask and Python.
- Researched suitable open-source LLM models for chatbot development.
- Conducted system testing and implemented bug fixes to support production deployment.
- Participated in client meetings to clarify technical requirements and system performance goals.

Projects

System Monitoring Automation using Shell Script and Networking Commands

- Developed a Linux-based monitoring script to track CPU, memory, and disk usage, triggering automated email alerts when thresholds were exceeded.

- Utilized bash scripting, cron jobs, and network commands (ping, netstat, traceroute) to automate system health checks.
- Implemented log generation for performance tracking, improving system observability.

Microsoft Xandr (Invest & Monetize)

- Provided client-facing technical support, resolving platform tickets with 98% SLA compliance.
- Performed data analysis to troubleshoot campaign delivery and performance issues.

Employee Attrition Analysis Dashboard

- Designed an Excel-based HR analytics dashboard with interactive slicers and KPIs.
- Transformed and loaded data using power query and visualized the data to simulate attrition trends and inform decision-making.

Technical Skills

- **Operating Systems:** Windows, Linux (Ubuntu)
- **Cloud Services:** AWS (EC2, S3, IAM, CloudWatch - basic exposure)
- **Networking:** IP configuration, DNS, ping, traceroute, netstat
- **Scripting:** Shell Scripting (Bash), Python
- **Version Control:** Git, Git hub
- **Databases:** PostgreSQL
- **Tools:** Jira, Salesforce, UCMT, Postman, DBeaver
- **Soft Skills:** Troubleshooting, Documentation, Client Communication, SLA Management

---

Certificates

- Linux Command Line: From Zero to Hero (Udemy, Oct 2025)
- Microsoft Excel – Beginner to Advanced (Udemy, Aug 2025)