Yadav Sivakumar

Technical Support

OBSERVATION

Results-driven Technical Support professional with hands-on experience in customer service, operations, and software troubleshooting. Skilled in resolving technical issues, optimizing support workflows, and collaborating with cross-functional teams. Eager to contribute to dynamic tech environments and grow into front-end development roles.

EXPERIENCE

DataVista Solutions

Technical Support

- Troubleshot and resolved user queries related to system errors, data input, and access issues
- Collaborated with the development team to report bugs and suggest UI/UX Improvements
- Documented frequent issues and created internal knowledge base articles to streamline support
- Assisted in system testing and feedback collection to improve platform performance
- Ensured smooth onboarding for new clients by guiding them through system features
- Maintained detailed logs of interactions, following up to ensure user satisfaction

Turtlemint

Technical Operation Executive

- Achieved operational excellence by independently resolving 800+ customer cases within a single month
- Quickly grasped internal tools and workflows, significantly reducing ticket resolution time
- Provided technical assistance and timely support for application issues and policy queries
- Collaborated with cross-functional teams to escalate and resolve complex problems
- Maintained high customer satisfaction through clear communication and efficient follow-ups
- Identified recurring issues and suggested process improvements to reduce case volume
- Ensured accurate documentation and categorization of tickets using Zendesk

EDUCATION

Siws College Of Arts Commerce and Science

Bachelor's of Information Technology

- Project - Student Management System

SIES College Of Arts and Commerce

HSC - Maharashtra Board

- Percentage – 74%

SIES High School

SSC - Maharashtra Board

- Percentage - 62%

SKILLS

Communication
- Collaborated effectively with cross-functional teams to resolve client issues
- Maintained clear and professional interactions with clients and internal teams
- Provided timely updates and explanations to stakeholders

Problem Solving
- Analyzed complex issues to identify root causes
- Applied logical thinking to deliver effective solutions
- Adapted quickly to new challenges and unexpected scenarios

Team Coordination
- Collaborated effectively with cross-functional teams to resolve client issues
- Ensured smooth information flow between departments
- Assisted team members by sharing knowledge and technical insights
- Participated in regular team meetings and contributed ideas for process improvement
- Supported new team members with onboarding and training guidance

Technical Skills
- Zendesk and Jira
- HTML, CSS, JavaScript
- Microsoft Excel, Google Workspace
- Basic SQL

LANGUAGES

Communication
- ENGLISH
- HINDI
- MARATHI
- TAMIL

ACHIEVEMENTS

- Received "Top Performer of the Month" for resolving the highest number of tickets
- Reduced ticket backlog by 30% within first month at Turtlemint.
- Awarded "Certificate of Operational Excellence" for exceptional contribution to customer support by resolving 800+ technical cases within a month, including identifying root causes of system errors and ensuring timely resolutions.

CONTACT

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