



# Aakash Mahendiyar

## System Engineer

System Engineer with 4+ years of Client-facing experience in SaaS and System application support. Leveraging technical expertise successfully navigated complex technical landscapes, resolved critical challenges, and optimized support operations. Committed to driving excellence, customer satisfaction, and project success.



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## TECHNICAL SKILLS

QTest

Python

JIRA

JavaScript

Selenium -  
RobotFramework

Application Monitoring &  
Support

SQL

## INTERESTS

Video Games

Tennis

Gadgets

Football

## WORK EXPERIENCE

### System Engineer

#### TCS - Tata Consultancy Services

04/2021 - Present

Noida

##### Achievements/Tasks

- Working Offshore on Johnson & Johnson Project as a Support Executive on SAAS Applications (Life Sciences).
- Handling more than 10% of the team's total tickets (15 team members), significantly contributing to customer satisfaction.
- Trained and mentored more than 5 individuals across multiple verticals, enhancing team productivity.
- Automated regression testing, ensures smooth testing of existing systems and saves time and resources. After every deployment run the program that will automatically check all functionalities and save Screenshots of error ( if any ).
- Actively participated in process improvement initiatives, optimizing workflows and enhancing team efficiency.
- Collaborated with cross-functional teams to gather requirements and provide technical support, leading to successful incident resolutions within SLA.

### Support Engineer

#### Meddiff Technologies ( Acquired By Ramsoft )

01/2020 - 01/2021

Bangalore

##### Achievements/Tasks

- Server/ Software Projects Installing, Configuring & Service Execution, Troubleshooting, Database Management, Identifying and Rectifying Problems In SAAS-based PACS.
- Collaborated with cross-functional teams to troubleshoot and resolve complex technical issues, ensuring minimal downtime for customers.
- Created and updated technical documentation, user manuals, and troubleshooting guides to assist both customers and internal teams in utilizing the radiology and scanning systems effectively.
- Conducted comprehensive product demonstrations and training sessions for clients to ensure they maximized the benefits of the Picture Archival & Communication System (PACS) solutions.

## EDUCATION

### Bachelor of Technology | Computer Science

#### Meerut Institute of Technology, Affiliated By Uttar Pradesh Technical University

08/2016 - 09/2020

72.3%