ARUN SOORYA K

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Results-oriented and knowledgeable Technical Engineer with a proven track record of employer and client satisfaction in providing technical support to clients. I am a proven team leader and an individual with strong analytical and stakeholder management skills.

EXPERIENCE

JANUARY 2021 – SEPTEMBER 2022
TECHNICAL ENGINEER-SUPPORT, ZOHO CORPORATION

During my tenure, I was involved in providing technical support for enterprise software (ManageEngine ServiceDesk Plus and Asset Explorer). I engaged with several partners and customers around the globe to help them implement the tools and suggest best practices.

Troubleshooting the issues involved analyzing the logs and debugging the code with the engineering team to find the root cause. Developing python, deluge scripts and SQL queries to help customers achieve their specific requirements. Analyzing customers' feedbacks/feature requests to enhance product usability.

Being part of the Customer Success Team, I contributed significantly to the revenue by retaining large enterprise customers and doing product demonstrations for new customers.

SEPTEMBER 2022 – PRESENT
CUSTOMER SUCCESS ENGINEER, SQUADCAST LABS

Being a customer success engineer, I am in close contact with customers to assist them with any queries within the platform.

Involvement in developing and integrating new monitoring alerts to the platform based on customer requirements. Analyze the reported bugs and collaborate with other teams to resolve them.

Scheduling periodic meetings with clients to understand their business use case and suggest best Site Reliability Engineering (SRE) practices. I have personally contributed to enhancing user experience by developing new features and improving support processes and documentation.

Working closely with marketing and sales teams to improve business opportunities. Demonstrating the technical aspects of the platform and conducting periodic training on new features.

EDUCATION

APRIL 2020

BACHELOR OF ENGINEERING – COMPUTER SCIENCE AND ENGINEERING, DR. MAHALINGAM COLLEGE OF ENGINEERING AND TECHNOLOGY- ANNA UNIVERSITY

GPA: 8.38/10

ACHIEVEMENTS:

- Won <u>BEST PAPER AWARD</u> at an international conference for presenting a research paper on "**E-Ball Technology**" at Coimbatore Institute of Technology on 8th September 2017.

- Won <u>Second Place</u> in national level Project Expo about "**Discovering Safe Root for vehicles using VANET**" held at PSG Institute of Technology and Applied Research on 5th February 2020.

- Won <u>First Place</u> in **Website Development Contest** conducted at Kongu Engineering College on 18th February 2020.

- Won <u>First Place</u> in Project Presentation titled "**Face Recognition using Machine Learning for Class Attendance**" held at Karpagam University on 29th February 2020.

APRIL 2015 TO MARCH 2016

GRADE 12 - NAVA BHARATH MATRICULATION HIGHER SECONDARY SCHOOL

Percentage: 84.17%

APRIL 2013-MAY 2014

GRADE 10 - NAVA BHARATH NATIONAL SCHOOL

GPA: 9.6/10

SKILLS AND INTERESTS

- Programming: Python, Java, Deluge
- Databases: MSSQL, PostgreSQL, MongoDB
- Front End: JS, ReactJS, NodeJS

- Data Mining and Analytics
- Machine Learning and Artificial Intelligence
- Internet of Things

PROJECTS:

- **CLASS ROOM ATTENDACE:** Developed a face recognition system using Microsoft cognitive API that would automatically map attendance for students from a single picture of the entire class. Data set is constructed by collecting facial pictures of students in various dimensions and then processing them to find the availability of the person with maximum accuracy.

- **SAFE ROUTE DISCOVERY FOR VEHICLES:** Worked on research that would discover safe routes for vehicles in advance so that natural calamities during travel can be minimized. A large amount of historical data was trained to predict the disaster that may occur in the future and send notifications to vehicles so that they can take an alternate route.

- **STUDENT FEEDBACK SYSTEM USING FLASK:** Designed a portal for students wherein they can provide feedback about the courses and the faculty who handled them. The User Interface was designed using the Python Flask framework and the backend was handled using MSSQL database. Users can login into an individual portal to rate their experience and the respective head of the course would be notified about it.

CERTIFICATIONS AND ACTIVITIES

- Certified in "*Server-side Development with NodeJS, Express and MongoDB*" from The Hong Kong University of Science and Technology.

- Completed certification in "*Single Page Web Applications with AngularJS*" from Johns Hopkins University.

- Accomplished a course on "*Google Cloud Fundamentals: Core Infrastructure*" issued by Google.

- Participated in several conferences and project presentations in areas related to Machine Learning and Artificial Intelligence and won awards.

- I have held leadership responsibilities in a technical club and conducted various events.

- I am a vibrant badminton player and have taken part in various tournaments.