**Arun Soorya Kumaresan**

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# PROFILE

Support Engineer with 4 years resolving complex issues across Twilio and Plivo APIs, including authentication, and integration failures. Skilled in full-stack JavaScript debugging (Node.js, React), RESTful troubleshooting, and network protocols (TCP/UDP, SSL/TLS). Proven track record of high CSAT, escalation handling via JIRA, and product feedback contribution in global teams.

**Work Authorisation:** Stamp 1G, eligible to work full-time in Ireland.

# TECHNICAL SKILLS

* JavaScript, Python, Node.js, React.js, XML, JSON, Shell scripting
* MSSQL, PostgreSQL, MySQL
* Chrome DevTools, Wireshark, Splunk
* Linux (Ubuntu, RHEL), Windows Server
* TCP, UDP, DNS, SSL/TLS, SMTP, SAML 2.0, IMAP4
* AWS (including Lambda), VMware, Git, ITIL 4
* JIRA, Zendesk, Salesforce, Confluence
* REST APIs, Webhooks, Postman

# EDUCATION

## Masters in Business Analytics, University College Dublin, Dublin, Ireland 2024 - 2025

**Bachelor of Engineering in Computer Science**, Anna University, Chennai, India 2016 - 2020

# WORK EXPERIENCE

## Technical Support Engineer, SolarWinds (Squadcast Inc.), Bengaluru, India Sept 2022 - June 2024

* Delivered L2 support for high-severity API, billing, and authentication issues with 95%+ CSAT across global customers; supported via email, chat, and phone.
* Built and maintained Twilio and Plivo SMS/Voice API integrations used in mission-critical alerting; diagnosed QoS issues (delivery latency, message failures) via log analysis and payload tracing.
* Debugged REST API failures using Postman, browser dev tools, and JavaScript/Node.js inspection; resolved issues spanning client-side calls and backend service behavior.
* Created AWS Lambda functions to automate log parsing and webhook handling, improving API incident response.
* Investigated and resolved network-related issues involving TCP, UDP, and SSL/TLS traffic by analysing headers and flow traces using Wireshark and platform logs.
* Automated support workflows by scripting log extraction and triage tools in Bash and JavaScript, reducing manual workload by 40% and speeding resolution.
* Escalated reproducible bugs to engineering with detailed JIRA tickets and reproduction steps; collaborated with product teams via Slack to support fixes.

## Authored escalation runbooks, KB articles, and onboarding guides to streamline support for recurring API issues and reduce first-response time.

## Technical Support Engineer, Zoho Corporation, Chennai, India June 2020 - Sept 2022

* Delivered L2 support for a global SaaS ITSM platform, resolving escalated cases involving account access, performance degradation, and backend configuration errors.
* Investigated SQL-backed billing discrepancies and audit requests for enterprise clients, delivering reconciled usage and invoice data with precision.
* Resolved authentication and mail delivery issues, including SAML 2.0, SMTP, and DNS misconfigurations, by analysing headers, logs, and traffic flow.
* Debugged client-server bugs in front-end JavaScript and backend Java modules; triaged UI and logic failures impacting user workflows.
* Developed automation scripts in Python and JavaScript to streamline ticket triage, reproduce issues, and fulfill advanced debugging requests.
* Maintained high SLA and CSAT scores while handling chat, phone, and email support across time zones in a high-volume environment.
* Led client onboarding and live product demos for enterprise customers, reducing initial support escalation volume by 25%.

# CERTIFICATIONS

* AWS Certified Solutions Architect – Associate, 2025
* AWS Certified Cloud Practitioner, 2025
* ITIL 4 Foundation, Axelos, 2022
* Google IT Support Professional Certificate, 2024