

Arun Soorya K

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SUMMARY

Results-oriented and knowledgeable Technical Support Engineer with a proven track record of employer and client satisfaction in providing technical support and customer service to clients. Great team player with excellent communication skills and well-developed technological expertise.

WORK EXPERIENCE

January 2021 - Present

Technical Support Engineer, Zoho Corporation, Chennai

- Provide technical support for Enterprise Service Management (ESM) Software.
- Engage with various enterprise companies and support them in accommodating their workflow in the ESM software.
- Send/receive/follow up on issues reported on the application and helping them fix the issue.
- Engaging with various partners around the globe and providing them training on the software as well as ITSM best practices.
- Troubleshooting logs from the server and helping the customer to identify the issue and performing root cause analysis.
- Creating various scripts in both Python and Deluge with internal APIs and helping customers integrate various applications and help them accommodate various workflows.

- Helping the customers in obtaining various KPI reports and writing custom queries to fetch information from the database.
- Coordinating with Solutions or Product Development teams to analyse various enhancements and features requested by various Customers.
- Providing Demonstration to the existing Customers on the Product to ensure they are aware of the latest features or enhancements.
- Training the Partners or Resellers on the Product and its features.
- Involving in various modes of support including Calls, Emails and Chats.

EDUCATION

2016 - 2020

Bachelor of Engineering - Computer Science, Dr.
Mahalingam College of Engineering and Technology.

83.8%

TECHNICAL SKILLS

- Languages: Python, Deluge
- Databases: PostgreSQL and MSSQL
- Protocols: POP3, IMAP4, SMTP, TCP, SNMP

ADDITIONAL SKILLS

- Good communication skills with ability to use it effectively and persuasively, and be able to respond professionally to customers queries.
 - Highly analytical with extreme attention to details and the ability to derive facts quickly, methodically, and accurately.
 - Excellent written and verbal communication skills, with an ability to empathize with customers with varying levels of technical ability.
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CERTIFICATIONS

- Completed Online Course GOOGLE CLOUD PLATFORM FUNDAMENTALS: CORE INFRASTRUCTURE through Coursera.
- Online course on ADVANCED INTERNET OF THINGS through NPTEL
- Online course on SINGLE PAGE WEB APPLICATIONS WITH ANGULARJS through Coursera.

ACHIEVEMENTS

- Won BEST PAPER AWARD for Presenting Paper on "E-Ball Technology" at Coimbatore Institute of Technology.
- Won First Place in Web Development Contest conducted at Kongu Engineering College.
- Online course on SINGLE PAGE WEB APPLICATIONS WITH ANGULARJS through Coursera.