**Vishakha Mulyan** Canada | [vishakha.mulyan@gmail.com](mailto:vishakha.mulyan@gmail.com) |🕿 +1-647-857-7300

**EXPERTISE SUMMARY:**

**Customer Support Engineer** with over 5+ years of experience in providing technical support and troubleshooting across life insurance and banking domains. Proven expertise in assisting customers with **policy applications, premium payments, and claims processing,** while ensuring smooth integration of insurance products into banking platforms. Strong background in system enhancements, process improvement, and compliance with industry regulations. Skilled in managing customer inquiries, maintaining detailed documentation, and delivering seamless user experiences with a focus on system stability and continuous improvement.

* Extensive experience as a **Customer Support Engineer** with in-depth knowledge across the life insurance and banking domains.
* Strong technical expertise in documenting and resolving customer issues, providing end-to-end support for policy applications, claims processing, and premium payments within banking platforms.
* Proficient in creating detailed support documentation, including troubleshooting guides, user manuals, and workflow diagrams using tools like MS Visio to enhance team collaboration and issue resolution.
* Experienced in working with Agile & Scrum methodologies, tracking key support metrics, and ensuring timely resolution of incidents.
* Acted as a key liaison between technical teams and customers, ensuring seamless communication and issue escalation throughout the support lifecycle.
* Conducted training sessions and knowledge-sharing workshops for internal teams to improve customer support operations.
* Proficient in performing root cause analysis and diagnosing complex production issues, ensuring minimal disruption for customers.
* Skilled in testing and validating system updates, creating detailed test cases, and performing user acceptance testing (UAT) to ensure system stability.
* Adept at using support management tools and technologies such as MS Project, MS Excel, MS PowerPoint, and ticketing systems for issue tracking and resolution.
* Strong interpersonal and communication skills, excelling in building rapport with both technical teams and end-users, ensuring customer satisfaction and successful system operations.

**TECHNICAL SKILL SET:**

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| Project Methodologies | Agile, Waterfall, Cost/Benefit Analysis, Gap Analysis, Process Improvement |
| Databases | MS SQL Server, My SQL, MS Excel |
| Requirement Management Tools | Confluence, JIRA |
| Reporting | Crystal Reports, MS Excel |
| Defect Tracking & Ticketing | JIRA, HP ALM, Hubspot CRM |
| Operating Systems | MS Windows 7/10/XP, Mac OS, Linux |
| Other Tools | Microsoft Project, Trello, MS Office Suite, Microsoft tools, SQL, Monday |

**PROFESSIONAL EXPERIENCE**

**Technical Support**

**Client: BelAirDirect Duration: July 2018 – Current**

* Responsibilities:
* Provide technical assistance to resolve issues related to insurance software applications, ensuring minimal downtime and disruption.
* Troubleshoot and resolve customer queries regarding policy management systems, claims processing, and underwriting applications.
* Collaborate with cross-functional teams, including developers and product managers, to address complex issues and provide effective solutions.
* Monitor system performance, identify bugs, and work on system optimization to enhance user experience.
* Maintain documentation of issues, solutions, and updates to improve knowledge sharing and future troubleshooting.
* Assist in system integrations, data migration, and upgrades in compliance with industry standards and regulations.
* Ensure data security and privacy in accordance with insurance regulations like GDPR or HIPAA.

**Customer Support/Reporting Analyst**

**Client: Canara Bank Duration: June 2015 – July 2018**

* Responsibilities:
* Assessed and researched in understanding the current business process, defining scope of the project along with position statement.
* Provided technical support for life insurance products integrated into banking platforms.
* Resolved customer issues related to policy applications, premium payments, and claims processing.
* Collaborated with both banking and insurance teams for smooth system integration.
* Ensured seamless functionality of life insurance modules within core banking systems.
* Troubleshot system errors and application issues to minimize customer disruption.
* Assisted in system updates, enhancements, and product rollouts in the banking environment.
* Adhered to industry standards, including IRDAI regulations, ensuring compliance in handling customer data.
* Maintained detailed logs of customer queries and resolutions to improve future support processes.
* Delivered training and guidance to bank staff for handling insurance-related inquiries effectively.
* Maintaining accurate records of customer interactions and transactions in the company's customer relationship management (**CRM**) system.

**ACADEMIC CREDENTIALS**

* **Master of Science** Kurukshetra University, Kurukshetra India