Abhijeet Singh

(+91) 8630966711

abhijeet.hcs@gmail.com

Work Experience:

Mesh AI: August 2022 - Present:

Senior Integrations and Customer Success Engineer:

- Complete ownership of all the integrations. Reducing friction and increasing user engagement on the platform.
- Building features that help to make the platform more self-serviceable to increase platform adoption.
- Automate repetitive tasks to increase the team's efficiency.
- Create features post analyzing tickets and add validations on the product.
- Creating APIs to remove any direct DB manipulations.
- Creating and managing SSO and login process.
- Help in client onboarding and resolving any technical queries on calls and emails.
- Managing JIRA board to ensure SLA adherence.
- Increase development speed using AWS Lambda and Flask and Chalice (Python).
- Actively

Whatfix: July 2020 - July 2022

Senior Solutions Engineer:

- End-to-end solutioning for onboarded customers and implementing custom requirements.
- Application Analysis and Custom Finder Config: Worked alongside the development team of the onboarded customer to understand the complete structure of the web application and create an account-specific structure to identify each module of the application as simple tags.
- Established end-to-end ownership of customer issues for L1 and L2 support using Zendesk, Intercom, and JIRA
- Ownership of the entire US East region accounts which is the highest contributor to the revenue.
- Responsible for managing the handover of all accounts from the Pre Sales team to the Success team.
- Feature Owner for Integrations, Analytics, and Deployment models.
- Created and maintained code audit process. This helped in making sure bug-free code was added to applications running over thousands of computers at a time.
- Contribute to the solutioning and implementation of KB for internal teams and customer-facing articles.
- Training new joiners and customers for smooth onboarding.
- Work with the product management team to continuously evolve the product based on

customer feedback, reported issues, and new trending technologies.
- Operated with a 100% customer satisfaction score.

Wingify: Feb 2019 - Jul 2020

Technical Support Engineer:

- Provided technical support through telephone, email, and chat for a suite of SaaS products.
- Log software defects using a bug-tracking system and work closely with software developers to analyze the defects and track them to resolution.
- Work on Web Push Notifications and service workers.
- Used SQL to push existing notifications campaign data to the customer's tool
- A/B testing and helping customers with experiments to increase ROI.
- Spearheaded, developed, and accelerated product training for newly onboarding customers as part of customer onboarding plan.

Freelance:

Android Development

- Worked on different modules of applications like Sharepoint integration
- Created Image to Text converter app which would extract the text from any given image
- Module to fetch images from Flickr for any given word. Used popular libraries like OkHTTPClient and RetroFit.

Education:

Dr. A.P.J. Abdul Kalam Technical University, — *B.Tech CSE*

Holy Cross School, ISC: 94.4%

Holy Cross School, ICSE: 93.7%

Tech Stack:

Java, JavaScript, HTML, CSS, SQL, API, Data Structure, Python, AWS, Lamba, S3

Github: https://github.com/abhijeet-15

LeetCode: https://leetcode.com/as-15/

Currently learning Node and monolithic and microservices.

Awards: SPOT Award Whatfix, INSPIRE, GOVT of India