Ankit Srivastava

Product Specialist at ThoughtWorks Products

2015.ankit@gmail.com

Summary

I have a 6+ years of experience in Product Specialist / Support Engineer role.
Summary :

Responsibilities:

* Providing a high standard of pre and post-sales support of software and software services to customers and
  colleagues using effective oral and written communication.
* Good technical understanding in the area of enterprise, web-based applications
* Maintain a high level of customer satisfaction through each stage of the post-sales relationship, including
  onboarding, follow-ups, and hand-off to support.
* Analyze and handle new and existing customer onboarding cases, and lead the customer onboarding sessions.

Experience

Product Specialist at ThoughtWorks

April 2013 - Present (3 years 7 months)

  * Analysis and troubleshooting of customer support cases
  * Working with customers and devops team to resolve issues
  * Working on ticketing tool and tracking customers request
  * Provide high quality responses and solutions to the customer
  * Providing product training to new and existing users
  * Writing knowledge base articles and help docs
  * Actively providing inputs and feedback about the bugs and feature requests to the devops team
  * Product demos, webinar and training
  * Assisting the sales, marketing and software development teams
  * Contributing towards the continued development of the product and growth of the business

Team onboarding at ThoughtWorks Products

March 2016 - May 2016 (3 months)

Product Specialist at ThoughtWorks

July 2015 - February 2016 (8 months)

  Worked as a Product Specialist for SnapCI ThoughtWorks product.

* Analysis and troubleshooting of customer support cases

* Working with customers and devops team to resolve issues

* Working on ticketing tool and tracking customers request

* Provide high quality responses and solutions to the customer

* Writing knowledge base articles and help docs

* Actively providing inputs and feedback about the bugs and feature requests to the devops team

* Product demos and calls with customers

* Working with sales team and helping them out with customer product queries

Presales Engineer at ThoughtWorks Products

April 2014 - June 2015 (1 year 3 months)

Product Support Engineer at Altisource

August 2010 - April 2013 (2 years 9 months)

- User Acceptance testing & Integration testing

- Build release and deployment

- Product Support and maintenance

- Bug fixing and reporting

- Server configuration and up gradation

Skills & Expertise

Java
SQL
Linux
JavaScript
Microsoft SQL Server
MySQL
Web Services
Oracle
C
Customer Service
Agile Methodologies
Unix
Requirements Analysis
C++
Red Hat Linux
HTML
Agile Project Management
Microsoft Excel
Subversion
Microsoft Word

Microsoft Office
PowerPoint
Scrum
Continuous Delivery
Continuous Integration
Pre-sales
Mingle
gocd
Snap CI
Zendesk

Education
Bbd Northern India Institute Of Technology
Bachelor of Technology (B.Tech.), Computer science and engineering, 2006 - 2010

Certifications
RHCE
Red Hat   May 2010

Languages
English
Hindi

Projects
Mingle
April 2013 to Present
Members:Ankit Srivastava

   Project management tool that enables companies of all sizes to implement and scale agile practices.

Go
April 2013 to Present
Members:Ankit Srivastava

   Go is an open source continuous delivery server built from the ground up with pipelines at its core. Go's
    superior visibility tracks every change from commit to deploy and back again.

SnapCI
January 2015 to Present
Members:Ankit Srivastava

   CI tool - Build, test and deploy in the cloud.

Publications
Troubleshooting in SnapCI
SnapCI   May 5, 2016
Authors: Ankit Srivastava

Troubleshooting guide for SnapCi

Troubleshooting in SnapCI part 2

SnapCI   May 17, 2016

Authors: Ankit Srivastava

Package upgrade guide

Troubleshooting in SnapCI part 3

SnapCI   June 21, 2016

Authors: Ankit Srivastava

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Linked in®

Contact Ankit on LinkedIn