



Sangeetha Vivekanandan

Quality Analyst | M.Sc. Engineering Management | Technical Support | Internal Sales

7 years experienced resource with significant time spent in quality analysis, technical support, training, and project management. Working knowledge of control valves, pneumatic products, solar panels, and micro-inverters

✉ sangianandan1294@gmail.com

☎ +919094970208

📍 Bengaluru, India

🌐 [linkedin.com/in/sangi1209](https://www.linkedin.com/in/sangi1209)

SKILLS

Pneumatic Products FMEA Analysis Control Valves Quality Control Six Sigma Customer Support

Stakeholder management Team Management Accountability Solar Panels Micro Inverters

Technical Support Continuous Improvement Project management

WORK EXPERIENCE

Quality Analyst

Enphase Energy Pvt. Ltd.

09/2022 - Present

Bengaluru, India

Achievements/Tasks

- Framed the KPIs to measure the performance of customer engineers and benchmarked the performance standards
- Audit and review the performance of 100 engineers weekly and provide feedback to ensure maximum customer support
- Create and update the template to track and measure the performance of customer engineers
- Optimize quality testing approach every quarter to ensure testing standards are as per current customer expectations
- Manage internal projects for the optimization of processes, external hiring and internal training programs
- Ranked in top bucket of performers for 2 quarters of 2022-23

Technical Support Engineer

Enphase Energy Pvt. Ltd.

05/2021 - 08/2022

Bengaluru, India

Achievements/Tasks

- Addressed customer queries and questions over call, chat and email successfully and efficiently
- Troubleshoot customer hardware remotely to address customer complaints avoiding escalations
- Provided training to colleagues and new joiners on the new products and interfaces
- Proficient in software - Salesforce, Omni-Channel, JIRA, MOBA, Excel, Enphase Service Manager
- Created walk-through documents on internal software for training of new joiners
- Maintained 95% quality standards and customer satisfaction for duration of responsibility

Technical Support Engineer

Festo India Pvt. Ltd.

12/2018 - 04/2021

Bengaluru, India

Achievements/Tasks

- Conducted training sessions to colleagues and new joiners on technical specifications of products and communication
- Recommended products to customers, based on customers' needs and interests
- Provided equivalents to customer requests and quoted competitive price and products
- Resolved customer queries on an average of 20 calls per day in terms of orders and product specifications

WORK EXPERIENCE

Internal Sales Engineer

Festo India Pvt. Ltd.

09/2017 - 11/2018

Bengaluru, India

Achievements/Tasks

- Recommended products to customers, based on customers' needs and interests
- Owned 1000 cases a month and drove them to closure across major diamond customers
- Answered customers' questions about products, prices, availability, product uses and credit terms
- Provided equivalents of competitor products after checking the technical details and suggested our company items that meet customer needs

Internal Sales Engineer

Samson Controls India Pvt. Ltd.

01/2016 - 08/2017

Bengaluru, India

Achievements/Tasks

- Planned and modified product configurations for orders as per customer needs
- Conferred with customers and engineers to assess equipment needs and to determine system requirements
- Collaborated with sales teams to understand customer requirements, to promote the sale of company products and to provide sales support
- Developed, presented or responded to proposals for specific customer requirements, including request for proposal responses and industry specific solutions
- Secured, renewed orders and arranged deliveries. Helped close around 500+ orders

EDUCATION

Master of Science, Engineering Management (M.Sc)

University of Hull, England

01/2021 - 01/2023

Bachelor of Engineering (Electronics and Instrumentation)

Jaya Engineering College, Chennai

08/2011 - 07/2015