SUVARNA C R

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Professional Summary

With over 6 years of relevant experience spanning Technical Product Support, Customer Success, and Incident Management, I have consistently demonstrated a customer-centric approach. I am a dedicated and experienced Technical Product Support professional with a proven track record in delivering exceptional customer satisfaction through expert incident management, problem resolution, chain management, and efficient escalations handling.

Adept at time management, I thrive in fast-paced environments, ensuring swift issue resolution and seamless customer experiences. With a solid foundation in troubleshooting and technical expertise, I am committed to ensuring product stability and client success. My knowledge encompasses Technical, Business Processes, and Functional Flow, allowing me to navigate complex technical challenges with confidence. I am adept at managing high-pressure situations, efficiently handling multiple projects with varying timelines, and effectively navigating bottlenecks and milestone schedules.

Core Skill

Arcot	Risk Analytics tool	Sprinklr tool	SAP SuccessFactors
Incident Management	Technical Product Support	Customer Success Management	Application Support
Problem Management	Chain Management	Time Management	Customer Advocacy
EMV 3D-Secure	SAP BCP	JIRA	Rally
Splunk log	Confluence	Zendesk	API
Grafana	Kibana Console	Cloudflare	Kafka
OpenSearch	NEWS (Monitoring Platform)	Software CMS Agent Console	SorryApp

Education Qualifications

Bachelor of Engineering

Electrical and Electronics Engineering   2012-2016 |RRCE | VTU, Belgaum

Broadcom   Dec 2022 – Present

Technical Support Engineer III - Customer Success

Project Description: This project encompasses Risk Analytics, technical and application support, incident management, and customer success oversight.

Responsibilities:

- Acted as a trusted technical advisor, swiftly diagnosing and resolving intricate technical challenges related to EMV 3D-Secure (Payment Service Division) implementations
- Leveraged expertise in log analysis and debugging to pinpoint root causes, collaborating with engineering teams to implement effective fixes
- Collaborated closely with product managers, developers, and QA teams to relay customer feedback, prioritize feature enhancements, and drive product improvements

- Individually assisting Platinum Customer Maintenance Window, delivering comprehensive end-to-end support aligned with customer-specified criteria.
- Generating weekly Root Cause Analyses (RCAs) and outlining mitigation procedures for the fixes deployed by the development team.
- Created comprehensive technical documentation, troubleshooting guides, and knowledge base articles (KBA) to empower customers and colleagues with essential resources
- Deep understanding of EMV 3D-Secure protocols and methodologies, including authentication flows, risk analysis, and security mechanisms
- Leading weekly Change Advisory Board (CAB) calls delivering support along with the change-management team by advising on requested changes for hotfix and implementation tasks

Sprinklr India Pvt Ltd   Sep 2019 – Dec 2022

Senior Technical Product Support Specialist, Customer Success for Sprinklr product

Project Description: This project revolved around utilizing Sprinklr Tools, encompassing the configuration of social accounts and the oversight of incident management. **Responsibilities:**

- Handled configuration tasks involving social accounts, user accounts, and dashboards within the tool.
- Executed incident management activities, including case dispatching, escalation of support cases, and provision of technical/functional resolutions for reported issues/requests
- Independently overseen critical issues, collaborating closely with development and implementation teams on escalated product-related cases
- Planned and executed platform upgrades, platform data migration, and adjustments to platform configurations
- Assumed responsibility for continuously enhancing platform features and workflows
- Oversaw the integration of the Sprinklr platform with enterprise applications, actively contributing to seamless interoperability
- Played an integral role in shaping the company's social media strategy, contributing to the development of proactive platform monitoring procedures and processes
- Extracted valuable insights from platform usage trends and recommended enhancements to optimize platform utilization
- Significantly contributed to global social media campaigns, driving impactful engagement for the company

SAP Labs India Pvt Ltd   May 2018 – Aug 2019

Technical Product Support Specialist and Customer Success Manager for SAP SuccessFactors product (RCM)

Project Description: This project involved Global Support of major SAP SuccessFactors modules such as RCM and Incident management.
Responsibilities:

- Engaged in daily interactions with clients to effectively address their concerns related to defects, ongoing implementations, and live instance challenges, coordinating resolutions through efficient solutions
- Demonstrated adeptness and took the lead in managing RCM and incident management aspects

- Performed provisioning tasks involving diverse recruiting settings and options
- Took charge of role-based permissions, including the management of permission roles and groups
- Oversaw the management of employee data, picklists, and system email notifications
- Configured rating scales, route maps, and form template settings
- Demonstrated hands-on proficiency in recruiting templates
- Managed concerns pertaining to offer approval processes and offer letters
- Possessed a strong grasp of admin tools for recruiting, route map/workflow management, and form template settings
- Expertly resolved issues connected with employee referrals, agency interactions, and career portals

Radiant System Inc.   Jan 2017 – May 2018

Business Analyst

Responsibilities:
- Contributed to lead generation activities, engaging with Fortune 500 clients and delivering corporate presentations to foster business relationships
- Demonstrated proficiency in configuring organizational settings through provisioning and implementing administrative privileges via role-based permissions
- Engaged in comprehensive account management, including registrations and vendor oversight
- Took charge of responding to the proposals and effectively managed requirements using various Vendor Management System tools
- Executed the activation of company settings within provisioning to ensure seamless operations
- Held responsibility for daily operations, collaborating closely with project managers and team members to drive successful project outcomes