

VIGNESH RAVI

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Skills

Key Skills

Customer service experience - ITSM Service desk management - Escalation Management- Server/Desktop virtualization and management - Client Relationship Management - Windows Server Administration - Linux Server Administration - Mac/iOS setup/troubleshooting

Technical Skills

- **Programming Language:** HTML5 - CSS - SASS - Javascript - JQuery - React - Bootstrap - PHP - Python - Powershell - Terraform - Bash - C++
- **Databases:** MySQL - PostgreSQL - MongoDB
- **Platforms:** Windows Server 2012, 2016 - CentOS7 - Ubuntu - MacOS - VMWare ESXi - VMWare vSphere
- **Technologies/Framework:** React.js - Node.js - jquery - Bootstrap - LAMP Stack - Xcode - REST APIs - Jenkins - CI/CD - PowerCLI - Docker
- **Cloud Platforms:** AWS - Google Cloud Platform - Azure
- **Others:** Object-Oriented Programming - ITIL - Scripting - System Design - Networking (TCP/IP, IPsec, DNS, VPN, VLAN)

Software Skills

Freshservice - Zendesk - Postman - Google App Engine - Jira - VMWare Management - Cisco packet tracer - vSphere

Experience

Solutions Specialist(Part-time)

July 2021 to Current

Apple Inc. - Waterloo, Canada

- Provided recommendations to the client's business needs
- Setup/ troubleshoot Apple-specific hardware and software issues
- Achieved an NPS score of 100% in customer satisfaction for two quarters while the team averaged 80%

Technical Account Manager

March 2019 to April 2021

Freshworks Inc. - Freshservice – Chennai, India

- Oversaw 60+ Mid-market and Enterprise accounts in the **US, Canada, Australia, and New Zealand**, impacting combined MRR worth 150K\$ USD and above.
- Pioneered in creating a custom development team for frontend customization and API scripts - Reduced resolution time by 50% as the ticket was not moved to external groups.
- Oversaw a group of 8 people responsible for on-call support in the US region.
- Implemented/optimized about 30+ Freshservice and suggested ITIL-based process enhancements for process maturity.
- Acted as a technical counsel to various stakeholders and C-Suite users.
- Coached an intern team of 5 junior engineers and oversaw escalations related to their tickets.
- Scheduled Weekly, Bi-weekly, and monthly technical business reviews.
- Aided in cross-functional collaboration to propose product enhancement requests and prioritize bug fixes.
- Actively monitored product logs in Haystack to debug product bugs
- Engineered integrations with third-party tools like Jira, Zendesk, ServiceNow.
- Documented the integrations and workarounds built or proposed.

IT Support Engineer

Jun 2018 to Dec 2018

Sitel India - Bell Canada – Chennai, India

- Interacted with an average of 20 customers a day in a high-volume contact centre via call for various issues with Bell - Canada Fibe optic services.
- Diagnosed, documented, and resolved technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP, and more

Personal/Professional Projects

- [Vaxin Search Portal](#) - A search portal to get “at a glance” information on covid-19 vaccine centres by Pincode using Bootstrap, Govt. of India’s API and CSS
- [Google Calendar Bot](#) - Bot to automate adding calendar events from a CSV file using Google Calendar API, GCP API Services and Python.
- [Movie Suggester](#) - A fully responsive movie suggesting site using IMDb open API, HTML5, Bootstrap, and JQuery.
- [Simple Chat room](#) built using python that follows a simple client-server architecture.
- **CLI Export tool** - Developed CLI-based tool using Python and Freshservice APIs for data exports.
- **Script Library** - A script library using Python/JavaScript and Freshservice APIs to achieve faster resolution on bulk update tasks.

Education and Training

Post Graduate Diploma in Virtualization and Cloud Computing Conestoga College – Waterloo, Ontario, Canada	Present
Post Graduate Diploma in Information Technology Infrastructure Conestoga College – Waterloo, Ontario, Canada	Dec 2021
Bachelors in Electronics and Communication Engineering Anna University - SRM Easwari Engineering College – Chennai, India	April 2018

Accomplishments

- Was awarded for having a consistent CSAT rating of more than 90% - **Bell, Sitel India.**
- Won multiple awards for having exceptional key KPIs - **Freshworks Inc.**
- Developed a script library using Python and Freshservice APIs to expedite mundane tasks carried out by Devops Team - **Freshworks Inc.**
- Rated “Champion” for the year 2019’s performance appraisal - **Freshworks Inc.**
- Rated “Most Valuable Player” for the year 2020’s performance appraisal - **Freshworks Inc.**
- Mentored a team of junior engineers and helped them maintain their critical KPIs.

Training and Certifications

- AWS Cloud practitioner essentials certification
- Certified Wireless Network Administrator
- Developer level Python programming
- DevOps Foundation - Lean and Agile

Portfolios and Extra-Curricular Activities

- GitHub Repository - <https://github.com/iam-vignesh/>
- WordPress Blog - Let’s talk Men’s Style - <https://letstalkmenstyle.home.blog>
- Website - <https://vigneshravi.netlify.app/>
- Short film - Best Director Award, Film Appreciation club, Ethiraj College
- Freelance Content Writer