VIGNESH RAVI

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Summary

Accomplished Electronic and Communications Engineer with strong communication and leadership skills. A self-learner workaholic who is highly motivated to demonstrate the learned skills and be a part of an organization that provides mutual growth and learning opportunities. Adaptable and ethical towards the working environment and acts as a team player.

Skills

- Customer service experience
- Taking responsibility
- Handling customer complaints
- Acting with urgency
- Critical Thinking
- Persuasive speaking skills
- Team Player
- Highly flexible
- Self and fast learner

Languages/Software Known
- Python
- Jquery
- Javascript
- HTML
- CSS
- Adobe Photoshop
- Adobe Premier Pro
- FreshService
- Postman
- Google Scripts

Experience

Technical Account Manager   March 2019 to Current
Freshworks - Freshservice — Chennai, India
- Being point of contact for accounts as a **Technical Account Manager**
- Handling all escalations relating to the product bugs and issues
- Propose and implement solutions to the customer to optimise Freshservice to its maximum depending on their business requirement.
- Identify and escalate priority issues per Client specifications.
- Follow up and make scheduled call-backs to customers where necessary.
- Work along with product management team to propose product enhancement requests and prioritize bug fixes.
- Customizing end user portals of the product using HTML, JAVA, CSS as per client requirement.
- Building integrations when needed with third party apps via API as per the client's business needs

Product Specialist   October 2020 to Current
Freshworks - Freshrelease — Chennai, India
- Along with Freshservice I was tasked to create a support team along with a few others from my team for Freshrelease – our new agile project management tool.
- Support the product and adopt best practices from Freshservice support

Technical Support Engineer   Jun 2018 to Nov 2018
Sitel India – Bell Canada — Chennai, India
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more

Education and Training

Bachelors in Electronics and Communication Engineering   April 2018
SRM Easwari Engineering College – Chennai, India

High School – **Computer Science**   April 2014
St.Vincent's Matriculation Higher Sec School – Chennai, India

Accomplishments

- Won multiple awards for having exceptional key KPIs - Freshworks India
- Built a script library using Python and Freshservice APIs to carry out mundane tasks thereby off-loading work from Devops Team – Freshworks India
- Rated "Champion" for the year 2019's performance appraisal – Freshworks India
- Mentored three junior engineers and helped them maintain their key KPIs

Training and Certifications

- **AWS Cloud practitioner essentials certification**
- **Certified Wireless Network Administrator**
- **Developer level Python programming**
- **Digital Marketing fundamentals**

Personal Projects

- **Agent load bot** -A Slackbot to trigger a message in channel when an agent hits the ticket limit for the day using Python and end user support tool APIs
- **Script Library** - A script library using Python/Javascript and Freshservice APIs to carry out mundane tasks thereby off-loading work from Devops Team
- **Personal website** – Done with HTML5, CSS3 and Javascript - https://iam-vignesh.github.io/my-personal-website/ (mobile and web experience will differ)

Portfolios and Extra-Curricular Activities

- Blog – Let's talk Men's Style – https://letstalkmenstyle.home.blog
- Site - https://iam-vignesh.github.io/my-personal-website/
- Github Repository - https://github.com/iam-vignesh/fs_GET_repository
- Short film - Best Director Award, Film Appreciation club, Ethiraj College
- Freelance Publicity Designer – Elgo Learnings
- Freelance Graphic Designer
- Freelance Content Writer
- Zone level Volleyball Player