

# 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

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| <ul style="list-style-type: none"><li>• Customer service experience</li><li>• Taking responsibility</li><li>• Handling customer complaints</li><li>• Acting with urgency</li><li>• Critical Thinking</li><li>• Persuasive speaking skills</li><li>• Team Player</li><li>• Highly flexible</li><li>• Self and fast learner</li></ul> | <b>Languages/Software Known</b> <ul style="list-style-type: none"><li>• Python</li><li>- JQuery</li><li>- JavaScript</li><li>- HTML</li><li>- CSS</li><li>• Adobe Photoshop</li><li>• Adobe Premier Pro</li><li>- FreshService</li><li>- Postman</li><li>- Google Scripts</li></ul> |
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## Experience

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| <b>Technical Account Manager</b><br><b>Freshworks - Freshservice</b> – Chennai, India  | March 2019 to Current |
| <ul style="list-style-type: none"><li>• Being point of contact for accounts as a <b>Technical Account Manager</b></li><li>• <b>L2 SPOC</b> for the team for <b>frontend customizations</b> and <b>API scripts</b></li><li>• Handling all escalations relating to the product bugs and issues</li><li>• Propose and implement solutions to the customer to optimise Freshservice to its maximum depending on their business requirement.</li><li>• Identify and escalate priority issues per Client specifications.</li><li>• Follow up and make scheduled call-backs to customers where necessary.</li><li>• Work along with product management team to propose product enhancement requests and prioritize bug fixes.</li><li>• Customizing end user portals of the product using HTML, JAVA, CSS as per client requirement.</li><li>• Building integrations when needed with third party apps via API as per the client's business needs</li></ul> |                       |
| <b>Technical Support Engineer</b><br><b>Sitel India - Bell Canada</b> – Chennai, India   | Jun 2018 to Nov 2018  |
| <ul style="list-style-type: none"><li>• Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.</li><li>• Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more</li></ul>   |                       |

## Education and Training

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

April 2018

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

April 2014

## Accomplishments

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- 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

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

## Personal Projects

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- **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://vigneshravi.netlify.app/> (mobile and web experience will differ)
- **Movie Suggester** - A movie suggesting site using IMDb open API, HTML5, Bootstrap and JQuery - <https://whatcaniwatch.netlify.app/>

## Portfolios and Extra-Curricular Activities

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- Blog - Let's talk Men's Style - <https://letstalkmenstyle.home.blog>
- Site - <https://vigneshravi.netlify.app/>
- Github Repository - <https://github.com/iam-vignesh/>
- 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