Ishan Kapoor

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Kick off the next phase of my career with my customer advocacy experience combined my diverse Riverbed portfolio expertise, passion for creating valuable tools and my fearless nature.

EXPERIENCE

Escalation Engineer   10 years—(2007 to Present)

Riverbed Technology Inc.(formerly OPNET Technologies Inc.)—*Bethesda, MD*

Technical Expertise

- Subject matter expert in performance monitoring portfolio (dotNET/JVM based applications, deep packet analysis appliance, Unified Communications monitoring, single pane of glass visibility).
- Demonstrated, consistent success with critical cases and customer, powered by effective communication and technical expertise to bring successful closure.
- Handle the widest spectrum of Riverbed products in all of TAC Americas.

Writing and Presenting

- Preparing and presenting sessions for 5 years at OPNETWORK user conference 2007—2013.
- One of the most public knowledge base articles written in support (250+), routinely contribute to internal support blog.

Above and Beyond the Call

- Riverbed's public facing knowledge base publisher; coached and mentored 6+ publishers in program.
- Mentoring and interviewing (for) outstanding escalation engineers for OPNET/Riverbed since 2012.
- Awarded Hero and Mentor badges at https://splash.riverbed.com

Business Training

- Negotiation Skills, Business Writing, Emotional Intelligence, Management Fundamentals, Communicate to Influence, Influencing without Authority, 5 Choices to Extraordinary Productivity, Crucial Conversations.

Software Engineer   2 years—(2005 to 2007)

Sony Ericsson Mobile Communications USA Inc.—*Research Triangle Park, NC*

- Implementing (in C/C++) several enhancements for embedded instant messenger client, notably one which allowed faster localization of IM client, significantly reducing time to market. Instrumental in securing instant messenger client certifications from AOL, Yahoo, Microsoft.

Network Consultant   2 years—(2003 to 2005)

College Of Humanities and Social Sciences (North Carolina State University)—*Raleigh, NC*

- Desktop support for faculty of social sciences and co-located web server farm maintenance.

TECHNOLOGIES USED

Javascript(browser and node.js), Python, Docker(Swarm, Compose), nginx, AWS Lambda, mongodb, Linux, git, Apache Tomcat.

PROJECTS—TOOLS DEVELOPED

(1)Queue Monitor—Python based scraping support case queue pages and converting into charts for management(2)Expert Search—Used JS filtering and highlighting for an in web page support directory with expertise built on salesforce.com(3)Calls Database—Web front end to query/download calls from database with, lots of features like typeahead, sorting by columns etc.(4)Calls Visualizations—Used D3 to build many visualizations(sample) from call data(5)Product Identifier—Analyzes case description text and guesses name of riverbed product(6)Holiday Signup—Nodejs/Express powered volunteer signup application for holiday shifts.

EDUCATION

Master of Science in Computer Networking   (2003 to 2005)

North Carolina State University—*Raleigh, NC*

Bachelor of Technology in Computer Science and Engineering   (1999 to 2003)

Indraprastha University—New Delhi, India

RECOGNITION AND CERTIFICATIONS

MVP in all support in Q4 2015, Riverbed—RCSA APM and NPM (2015)