VIVEK JAIN

Email: jain.vivek879@gmail.com | Phone: +91 9898093588
LinkedIn: linkedin.com/in/vivek-jain-68597456

Professional Summary

Experienced IT professional with over 9 years of expertise in customer support, incident management, and technical troubleshooting. Proven ability to enhance customer satisfaction by resolving issues within SLA, collaborating effectively with internal and external teams, and improving support processes. Certified in ITIL V4 and CCNA, with hands-on experience in root cause analysis, SQL Server administration, and cloud technologies (AWS). Adept at managing high-priority customer inquiries, ensuring seamless service delivery, and driving process improvements.

Core Competencies

- Customer Support: Ticket resolution, issue escalation, customer communication
- Incident Management: SLA adherence, root cause analysis, problem resolution
- Cross-functional Collaboration: Stakeholder management, client interaction
- Technical Skills: Jira, ServiceNow, SQL Server (2005/2008), AWS, Docker, MySQL
- Leadership & Training: Team management, process improvements, team development
- Certifications: ITIL V4, CCNA, Process optimization

Professional Experience

Cygnet Infotech | Team Lead, Customer Support & Incident Management

Location: Ahmedabad, India | Jan 2018 - Present

Client: IDOX-UK (Transportation domain)

- Led a customer support team of 10+, resolving technical issues and managing incidents for global clients.
- Managed L2/L3 customer support for SQL Server-based applications, ensuring customer tickets were addressed within SLA.
- Acted as the primary point of contact for escalated customer issues, improving first-time resolution rates by 95%.
- Conducted functional regression, user acceptance, and smoke testing, enhancing system performance and reliability for customers.
- Reduced SLA breaches by 99% through proactive incident management and process improvements.

- Delivered Root Cause Analysis (RCA) reports to customers, ensuring transparent communication and improved customer satisfaction.

Key Achievements:

- Improved customer satisfaction scores by 20% through timely issue resolution and communication.
- Streamlined workflows and reduced support ticket backlog by 95%.

Tata Consultancy Services (TCS) | System Engineer, Customer Support

Location: Gandhinagar, India | Mar 2013 - Dec 2017

Client: Armstrong Fluid Technology, Canada

- Provided L2 customer support for applications, resolving customer queries and issues within SLA.
- Logged, tracked, and communicated with customers regarding incident statuses, ensuring timely resolutions.
- Enhanced customer experience by automating recurring tasks, reducing incident resolution time.
- Performed user account management (creation, deletion, access control) and documented user guides for customers.

Key Achievements:

- Reduced incident backlog by 95% through automation and process improvements.
- Received client appreciation for timely issue resolution and proactive communication.

Technical Skills
- Languages: C, C++, HTML, ASP.Net, basic Linux commands
- Operating Systems: Linux, Windows XP/7/8, Windows Server 2003/2008
- Databases: SQL Server (2005/2008), MySQL
- Cloud Technologies: AWS
- Bug Tracking Tools: Jira, ServiceNow, OTRS, Hornbill
- Version Control: Git, GitHub, SVN
- Technologies: Docker, .NET

Education
- Bachelor of Technology (B. Tech) in Computer Science
  Rajasthan Technical University | 2012 | 66%

- Diploma in Information Technology
  Board of Technical Education, Rajasthan | 2008 | 65%

- Secondary Education
  Rajasthan Board of Secondary Education | 2004 | 70.33%

Certifications & Achievements

1. ITIL V4 Foundation Certified
2. CCNA Certified by Cisco Networking Academy
3. Best Team Award for implementing Token System in Hospitals
4. Client Appreciation for successful implementation of Appointment Portal

Personal Details

- Date of Birth: 16th Nov 1989
- Languages Known: English, Hindi, Gujarati
- Address: V.P.O. Ramgarh, Dungarpur (Rajasthan)