Partho Debnath

(929) 665-6187 | parthodebnath06@gmail.com | LinkedIn

WORK EXPERIENCE

Technical Support Specialist (Remote) | *NameSilo* | Phoenix, Arizona

- Guided clients in cPanel-based web hosting for website and database configuration.
- Addressed DNS configuration, custom domain-based email hosting setup, other products, and billing-related queries with expertise.
- Managed clients' accounts efficiently using internal CRM & collaborated with engineering teams to enhance product quality and support efficiency.
- Partnered with the **Abuse Team** to combat fraud and phishing, ensuring internet safety.
- Accumulated numerous **Five-Star** reviews, contributing to increased organization ratings in online communities.

Customer Success (Remote) | *Hostinger International* | Kaunas, Lithuania | January, 2022 - April, 2023

- Delivered precise client support via Intercom with an empathetic and proactive approach for a top-tier service experience.
- Collaborated internally to address client feature requests, system bugs, and resolve escalated complex issues.
- Enhanced workflows, identified workarounds, and improved team efficiency to reduce client waiting periods.
- Updated the Internal Wiki or Knowledge Base, and created documentation/articles for Help Center.

***Key Achievements*:**

- Reached the OKR goals by keeping the FRT under 2 minutes, MRT under 25 minutes, and a constant Customer Obsession score above 90%.
- Became a mid-level specialist and a subject-matter expert of the domains team to share product knowledge with colleagues and clients.
- Mentored and shadowed a group of four trainees to maintain the highest standard and develop the best.

Support Engineer (Hybrid) | *weDevs* | Dhaka, Bangladesh | April, 2021 - December, 2021

- Provided Support via Helpscout support tickets/ live chat for both our free & paid products.
- Troubleshooted, investigated, and created detailed bug reports.
- Taken ownership of technical issues and worked with our Engineering team to resolve more advanced issues when necessary.
- Provided pre-sales support to convince the customer to purchase and resolve escalated customer complaints.

Skills & Tools

Technical & Customer Support | Web Technologies | Domain & DNS configuration | Programming Language - C, Python, SQL, Javascript, HTML & CSS | MS 365 & Google Workspace | Typing Speed - 80 WPM | Active listening, Public Speaking & Time Management | WordPress | Slack | Skype | Zendesk | Jira | Zoho | Help Scout

EDUCATION

Maulana Azad National Institute of Technology   Bhopal, Madhya Pradesh, India
Bachelor of Technology in Electronics & Communication Engineering   2015-2019