

Mahmood Athil, Senior Technical Support Engineer

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<https://github.com/madwayl>

SUMMARY	Highly skilled IT professional with a robust technical background and customer-oriented attitude. Proficient in troubleshooting, software support, and implementing complex technical solutions. Detail-oriented, organized, and adept at managing multiple projects simultaneously with a high degree of accuracy. Willingness to take on added responsibilities to meet team goals. Committed to continuous learning and staying at the forefront of technology.	
EDUCATION	Dhaanish Ahmed College of Engineering (Anna University Affiliated) Bachelor of Technology - Engineering	2015-08-14 - 2019-05-10
SKILLS	Web Development (<i>Beginner</i>): HTML, CSS, Javascript Version Control Systems (<i>Beginner</i>): Git, Github Scripting (<i>Intermediate</i>): Bash, Powershell, Python System Administration (<i>Beginner</i>): Windows Server 2019, Ubuntu Server, Red Hat Linux IT Infrastructure Library (<i>Beginner</i>): Service Management, Asset Management, Operations Management API Testing (<i>Beginner</i>): Postman, Facebook's Graph API Explorer	
EXPERIENCE	Genpact Developer Support Engineer	2023-04-05 - Present
	Supporting Developer Products (Primarily Facebook's APIs & SDKs) - Tracking Bugs and Features Requests	
	<ul style="list-style-type: none">Product Troubleshooting with L2s/L3s/SWEs & Account/Partner Managers on resolving bugs (while analyzing major impact) or solve queries for a Global Customer Base in a 24x7 supportPromoted as Subject Matter Expert (on a span of 3 months) - supporting a team of 20 agentsDocument Missed Product Use-Cases, Workaround, By-Design Resolutions as Product Wiki or a Knowledge Base Article for peer-reviewDogfood (Test & Debug) Upcoming/Beta Product Features RequestsImproved Customer Satisfaction for Level 1 Supported Bugs with process enhancements through mutually agreed Green-Belt Project - Improved Response Rate from 5% to 13% and Overall Customer Satisfaction from 28% to 62%Write SQL Queries to export custom data from Various Log Tables for Reporting (Scuba)Use Microsoft Excel/Google Sheets Formulas for Automating Data Capture (creating Dashboards) and Root Cause Analysis for Client Review MeetingsUtilized Internal Tools - Bots, Project Management Tool - Build Automation workflows for Daily Business-As-Usual TasksHandle Client/Partner Escalations for Missed Resolution, though managing Same-Tier Resolution at around 88%	
	Hilane Digital Technical Support Engineer	2022-06-20 - 2023-02-13
	Maintained & Supported Operations of Significance	
	<ul style="list-style-type: none">Create UI Components in Pure JavaScript + React / Scripts based off JavaScript for Application Use CasesMaintain Azure AD and Monthly Subscription	

Managed IT Support Operations with Digi Telecommunication (Pvt. Ltd.),
Malaysia

- Implement & Maintain ITIL solutions - Resolving Incidents & Service Requests (Maintaining 90% SLAs on First Call without escalations)
- Use SQL Queries to create Custom Reports via Izenda Reporting Tool
- Enhancements to Internal IT Operations through SMS Alerts & Custom Metric Monitoring (via Twilio APIs)
- Maintain Application Servers (Windows Server 2012 & Ubuntu Server LTS)
- Monitoring Significant Errors through application log
- Build & Define process with Infra Teams for further server/network device monitoring integration, through service account creation using network protocols - WMI, SSH (for Server) & SNMP Based Monitoring via MIB OIDs (for the Network Devices)
- Create BASH / PowerShell Scripts to troubleshoot operations monitoring issues of Application Servers

PROJECTS**Customer Satisfaction Improvement - Green-Belt Project**

2023-07-15 - 2020-10-10

Green-Belt Project based off Genpact's 4D Lean
Phase (Define, Diagnose, Design, Deploy)

- Increased Response Rate for CSATs (from 6% to 13%)
- Improved CSAT Score (Measured Score from 25% to 62%)
- Eliminate Low Customer Satisfaction and ensure Feedback routing to the right team (typical Out-of-Scopes for Level 1 Support)
- Improve Effective Communication & Triaging for all Agents

Azure Cloud Operations

2020-11-20 - 2020-12-03

<https://github.com/madwayl/cfs-proj>

Part of Tech Mahindra's Cloud Finishing School - Cloud Infra for a
Business Use-Case

- Business Use Case to Build & Scale an Exemplary Business for their Online Store & Sales Analysis: on Cloud for their Sales Management: Implementing Azure IaaS + Azure Active Directory (via PowerShell, BASH, Ansible, Terraform)

AWARDS**Ace - Silver Award**

2023-12-20

Genpact

A Yearly Award for Recognition of efforts made for the team and the project, highlighting the success of a Lean & Six Sigma Green Belt Project.

LANGUAGES

Tamil (*Native*) , English (*Professional*)