

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 (*Beginner*):** HTML, CSS, Javascript
Version Control Systems (*Beginner*): Git, Github
Scripting (*Intermediate*): Bash, Powershell, Python
System Administration (*Beginner*): Windows Server 2019, Ubuntu Server, Red Hat Linux
IT Infrastructure Library (*Beginner*): Service Management, Asset Management, Operations Management
API Testing (*Beginner*): 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

- 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 support
- Promoted as Subject Matter Expert (on a span of 3 months) - supporting a team of 20 agents
- Document Missed Product Edge-Cases, Workaround, By-Design Resolutions as Product Wiki or a Knowledge Base Article for later peer-review
- Dogfood (Test & Debug) Upcoming/Beta Product Features
- Improved 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 Meetings
- Utilized Internal Tools - Bots, Project Management Tool - Build Automation workflows for Daily Business-As-Usual Tasks
- Handle 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

- Create UI Components in Pure JavaScript + React / Scripts based off JavaScript for Application Use Cases
- Maintain 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*)