

# Mahmood Athil, Senior Technical Support Engineer

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**SUMMARY** Senior Technical Support Engineer, scaling support for various IT Products - Enthusiastic to build/support Automation at all levels. Skilled & Challenged in Technologies related to Web Development, Server & Network Infra Tech and Cloud. Highly Embrace opportunities related to Cloud Technologies & DevOps practices.

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**EDUCATION** **Dhaanish Ahmed College of Engineering** 2015-08-14 — 2019-05-10  
Bachelor of Technology - Engineering (Petroleum)

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**SKILLS** **Web Development (*Beginner*):** HTML, CSS, Javascript  
**Version Control Systems (*Beginner*):** Git, Github  
**Scripting (*Intermediate*):** Bash, Powershell, Python  
**Server Administration (*Beginner*):** Windows Server 2019, Ubuntu Server  
**IT Infrastructure Library (*Beginner*):** Service Management, Asset Management, Operations Management  
**API Testing (*Beginner*):** Postman, Facebook's Graph API Explorer

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**EXPERIENCE** **Genpact** | Developer Support Engineer 2023-04-05 — Present

Supporting Developer Products (Meta's APIs & SDKs) - Tracking Bugs and Features Requests

- Assisted on Product Troubleshooting with L2s/L3s/SWEs & Account/Partner Managers on resolving bugs or queries on a Global Customer Base
- Promoted as Subject Matter Expert (on a span of 3 months)
- Create Custom Test Environments, for all Products for Debugging Edge cases
- Document Missed Product Use-Cases, Bugs, Features as Product Wiki or a Knowledge Base Article for peer-review
- Dogfood (Test & Debug) Upcoming/Beta Application Features Requests
- 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 - For Daily Business-As-Usual Tasks
- Handle Client/Partner Escalations for Missed Resolution, though managing Same-Tier Resolution at around 82%

**Hilane Digital** | Technical Support Engineer 2022-06-20 — 2023-02-13

Maintained & Supported Operations of Significance for the Company

- Create UI Components in Pure JavaScript + React / Scripts based off JavaScript for Application Use Cases
- Analyze & Maintain Records of new Hardware & Software Assets
- Maintain Azure AD and Monthly Subscription

Managed IT Support Operations for Project 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 for Creating 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, Ensure 24/7 service & Set-Up War Rooms for Critical Failures
- Build & Define process with Infra Teams for further server/network device integration, through monitoring account creation WMI, SSH (for Server) & SNMP Based Monitoring via MIB OIDs (for the Network Devices)
- Create BASH / PowerShell Scripts to troubleshoot monitoring issues of Application Servers

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**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)

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**AWARDS**      **Ace - Silver Award**      2023-12-20  
 Genpact

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

**Bhumi's Changemaker Award**      2019-09-15  
 Bhumi - NGO

On Handling Major Organizational Events. Coordinating Programs & Managing Volunteering Projects as a Coordinator

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**VOLUNTEERING**      **Project Coordinator** | Bhumi      2018-01-10 — 2019-11-20  
<https://bhumi.ngo/>

Top NGO - promotes whole-school transformations and gives educational opportunities to students from disadvantaged communities.

- Managed Volunteers and Improve Volunteering Experience through Fun & Pedagogical Events
- Teaching Underprivileged Children from Schools & Orphanages about Computer Science and Information Technology

- Organizing Events to Embrace Learning (Math & Computer Science) among Communities

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

INTERESTS      Embedded Technologies [ *Internet of Things* , *3D-Printing* ] , Android & Web Development [ *Kotlin* , *Android Open Source Project* , *React* , *Flutter* ] , Cloud Operations [ *AWS* , *Azure* ]