

# Manav Patel

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## Professional Summary

Technical Support Specialist with 3+ years of experience providing advanced troubleshooting, SaaS support, and customer success in fast-paced environments. Skilled at resolving complex web-based and API integration issues, analyzing logs with network/security tools, and ensuring seamless adoption of enterprise SaaS solutions. Adept at balancing technical problem-solving with empathetic customer engagement, enabling clients to maximize value from digital platforms. Seeking to leverage deep product knowledge and troubleshooting expertise as a Technical Support Expert at DocuSign.

## Core Skills

- SaaS Technical Support | Customer Success | Incident Management
- Web Technologies: HTTP, JSON, HTML, CSS, REST APIs
- Authentication: SAML, OAuth, VPN, Single Sign-On
- Networking: TCP/IP, DNS, DHCP, Firewalls, Proxy troubleshooting
- Tools: Salesforce, Jira, Zendesk, SharePoint, Postman, SQL
- Log Analysis: Wireshark, Fiddler, Charles Proxy, Browser DevTools
- Collaboration: Cross-functional support, escalation management, customer training

## Programming & Technical Skills

- **Programming Languages:** Python, Bash, Ruby, JavaScript
- **Databases & Query Languages:** SQL, SOQL
- **Regex & Data Validation:** Experience writing and troubleshooting complex regular expressions
- **Scripting & Automation:** Bash scripting for network and OS troubleshooting

## Professional Experience

### Shopify – Support Specialist (AI-Powered Merchant Support)

*Remote – Aug 2025 – Present*

- Deliver AI-driven technical support to global merchants, resolving complex SaaS platform issues across APIs, payments, and integrations.
- Partner with product and engineering teams to identify and escalate bugs, reducing merchant downtime and improving satisfaction scores.
- Guide merchants in adopting AI-powered tools, enhancing their store automation and scaling capabilities.
- Audit and refine help documentation, contributing to a knowledge-centered support model.

### Concentrix – Technical Support Advisor

*Remote (Belleville, ON) – Feb 2025 – Aug 2025*

- Provided Tier 1–2 SaaS technical support across multiple clients, including troubleshooting APIs, system integrations, and multi-product workflows.
- Diagnosed and resolved network and browser-based issues using HTTP analysis, developer tools, and log reviews.
- Maintained SLA compliance by effectively prioritizing escalations and collaborating with higher-tier engineers.

**St. Clair College – IT Help Desk Technician**

*Windsor, ON – Jan 2023 – Apr 2024*

- Delivered front-line IT support for faculty, staff, and students, including Windows/Linux troubleshooting, VPN access, and authentication issues.
- Administered user accounts and resolved software conflicts within Microsoft Office 365, Teams, and learning platforms.
- Reduced ticket resolution time by 25% by creating knowledge base articles and quick-fix documentation.

**Walmart – Customer Service Representative**

*Windsor, ON – Jan 2023 – Mar 2024*

- Assisted customers with technical and service-related issues, ensuring prompt resolution and high satisfaction.
- Gained experience handling escalations and supporting large-scale, customer-facing service operations.

**Education**

St. Clair College – Diploma in Computer Networking

*Graduated 2024*

**Key Achievements**

- Achieved 95%+ customer satisfaction in SaaS support roles.
- Recognized for resolving complex API integration issues that improved adoption for enterprise clients.
- Developed technical documentation that reduced repeat tickets by 20%.