Mayur Mesavani

Technical Support Engineer

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PROFESSIONAL SUMMARY

Technical Support Engineer with over **3.5+ years** of experience in diagnosing and resolving complex technical issues for global clients in the **SaaS e-commerce** domain.

Proficient in system analysis, debugging tools, and API troubleshooting. Strong communicator and problem-solver with a track record of delivering timely solutions in fast-paced environments.

SKILLS SUMMARY

Languages & Scripting: HTML, CSS, JavaScript, Groovy Script
Databases: SQL(PostgreSQL), NoSQL(MongoDB)
Version Control: Git (branching, merging, revert, stash), GitHub (repo management, pull/push, collaboration)
Operating Systems: Linux, Windows, macOS
Tools & Platforms: Postman API, Developer Tools, Kibana, Apache SOLR, FileZilla, JIRA, Freshdesk, Zendesk, Confluence
Soft Skills: Problem-Solving, Analytical Thinking, Effective Communication, Time Management, Decision Making, Team Collaboration, Attention to Detail

PROFESSIONAL EXPERIENCE

Technical Support Engineer | Klevu Oy | Apr 2023 – May 2025

● Delivered technical support for global e-commerce clients using Klevu's AI-based search platform across Shopify, Magento, BigCommerce, and custom stores.
● Handled incoming support tickets and Livechats, being the first point of contact.
● First point of contact for creating and managing public-facing support documents(FAQs, guides, etc).
● Diagnosed issues using Linux commands, Kibana logs, Apache SOLR, MongoDB queries, and Browser Developer Tools.
● Worked with XML and JSON APIs for indexing and validation using Postman.
● Identified bugs, reported via JIRA, and documented recurring issues in Confluence.
● Developed, tested, and deployed Groovy scripts for client-specific customization.
● Monitored infrastructure alerts using Slack integrations from Nagios, Pingdom, and Grafana.

Technical Support Engineer | *eInfochips* | Oct 2021 – Mar 2023

- Supported multiple B2B e-commerce websites built on the Intershop backend.
- Utilized FileZilla for secure file transfers between local systems and remote servers for configuration.
- Monitored data load jobs and flagged errors to relevant teams using JIRA.
- Managed client communication, ensuring timely execution of assigned tasks.
- Reported and tracked bugs to ensure timely resolution by development teams.
- Led a 3-member team in a video tagging project for automated recognition training datasets.

EDUCATION

Bachelor of Computer Applications (BCA) - S P University, Anand, Gujarat | Shree P.M. Patel College of Technology, Anand | *2017 – 2020*

CERTIFICATIONS AND LEARNINGS

- Postman API Fundamentals Student Expert certification - Postman Academy
- SQL for Data Engineering - LinkedIn Learning
- MongoDB Essential Training - LinkedIn Learning
- **In Progress**: AWS Cloud Practitioner Essentials – AWS Skill Builder