



PROFESSIONAL SUMMARY

Technical Support Professional with over 3 years of experience in diagnosing and resolving complex technical issues for a global client base, focusing on the SaaS e-commerce products. Proficient in detailed technical debugging with thorough knowledge of the product. 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: MySQL, MSSQL

Operating Systems: Linux, Windows, macOS

Tools & Platforms: Postman API, Developer Tools, Kibana, Apache SOLR, JIRA, Freshdesk, Zendesk, Confluence, Linux CLI

Soft Skills: Problem Solving, Communication, Time Management, Decision Making, Team Collaboration

PROFESSIONAL EXPERIENCE

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

Klevu Oy is a Finnish startup that provides AI-powered search solutions to e-commerce clients around the world.

- Provided technical support for global e-commerce clients leveraging Klevu's AI-powered search platform across Shopify, Magento, BigCommerce, and custom storefronts.
- Managed high-volume support tickets using Freshdesk, consistently meeting defined SLAs and maintaining customer satisfaction.
- Acted as the primary point of contact for creating, updating, and maintaining knowledge base articles to improve support efficiency.
- Diagnosed front-end and back-end issues using Linux CLI, Kibana logs, Apache Solr, and browser developer tools (Chrome/Firefox).
- Monitored indexing load on servers and ensured optimal data flow from source systems to the backend for timely search updates.
- Utilized Postman to validate and troubleshoot XML/JSON APIs for data indexing and search configuration.
- Identified and reported bugs using JIRA, while documenting recurring issues and resolutions in Confluence for team reference.
- Developed, tested, and deployed Groovy scripts for the client's data-specific customization.
- Collaborated with the engineering team on NLP, machine learning, and AI-related enhancements to improve search relevancy.
- Monitored infrastructure health via Slack-integrated alerts from tools like Nagios, Pingdom, and Grafana.

Technical Support Engineer | eInfochips (Nov 2021 – Mar 2023)

Einfochips (An Arrow Company) is a service-based firm providing high-class IT services in various domains.

- Provided technical support for the client's multiple e-commerce websites running on the Intershop backend, ensuring stable and high-performing storefront operations.
- Performed basic monitoring of Azure Data Factory pipeline dashboards and escalated issues to appropriate teams through JIRA to ensure timely resolution.
- Maintained consistent and professional client communication, ensuring the timely execution of tasks and alignment with delivery timelines.
- Logged, tracked, and coordinated the resolution of bugs with development teams to minimize downtime and improve platform reliability.
- On another project, led a 3-member team on a video tagging initiative to train an automated video recognition system, contributing to improvements in AI-driven content analysis.

EDUCATION

Shree P M Patel College Of Computer Science & Technology (S.P. University) | Anand | Bachelor of Computer Application(2017-2020)

PROJECT

Title: Student Enrollment & Attendance Management System

Technologies: ASP.NET, SQL Server 2012

Collaborated on a group project during the final year of degree to develop a web-based system that managed student enrollments and attendance records. Implemented features such as unique ID validation, new record entry, and efficient data retrieval for academic administration.