

Nikhil Chaudhary

Manager - Tech Support

"Quality Planning Consists of developing the products and process required to meet customer needs" and this is where i step in.

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WORK EXPERIENCE

Manager - Tech Support Sinch

09/2023 - Present

Noida

- Managing L2 Level Debugging and resolving issues raised by Global clients for Domestic and International A2P SMSs.
- Leading integration with Strategic partners like Webengage, Moengage and Clevertap involving discussions, preparing business and engineering documents and delivering to increase revenue by 5 Mn.
- Managing Partnership enterprise customers involves monitoring traffic, requirement gathering for custom feature development and end to end delivery of the feature development.
- Back Up for the Domestic Https based clients for issue debugging, resolution and any custom feature developments.
- Developing monthly reports for Quantitive analysis of the productivity achieved by team.

Software Engineer

Airtel IQ, Bharti Airtel Limited

04/2021 - 06/2023

Gurgaon

- Spearheaded the establishment and growth of Cloud based C-PAAS portal and programmable APIs from scratch, leading to contribution of 30% total assisted sales.
- Developed and implemented features to enhance the customer Experience and capabilities of the product by working across with Different Teams resulting in revenue Jump of 50Mn.
- Curated product development scope and strategy to increase the revenue consistently by Discussion with clients and Analysis of Competitors.
- Supported in Pre Sales Discussions, provided Demo of product and resolving Technical queries of the customers to onboard the customers.
- Delivery, Monitoring, stabilising and ensuring smooth customer experience post delivery of the product.
- Involved in Testing and QA of JSON Rest APIs which resulted in making Airtel's APIs compatible to customer's systems.
- Worked with clients like IndiaMart,Hero Motorcorp, Khatabook, Swiggy, Maruti Suzuki, Xiaomi etc.

Business Analyst

Eunous IT

07/2019 - 03/2021

Jaipur

- Discussed and did requirement gathering for different projects of Android App and website development for different clients.
- Wrote detailed stories for the new features to be developed by engineering team.
- Ensured timely development and delivery of projects.

SKILLS

Google Analytics

Javascript

MongoDB

VSCode

Microsoft Azure - AZ 900

C

Team Work

HTML

CSS

SQL

Agile

Customer Relationship Management

JIRA

KIBANA

GRAFANA

Problem Solving

Fluent Communication

CERTIFICATES

Microsoft Azure Fundamentals - AZ 900 (07/2022)
from Microosoft

EDUCATION

MBA

FMS Rajasthan

07/2017 - 07/2019

- HR & Marketing

B.Tech

VIT

08/2013 - 07/2017

- Computer Science & Engineering

INTERESTS

Animal Welfare Volunteer

Sports

HONOR AWARDS

Star of the Month (2021) (04/2021)
Delivered most complex project to the client