

RAHUL RAJAN

System Engineer

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Bengaluru, Karnataka

Experienced Support Engineer, committed to efficient issue resolution and ensuring customer satisfaction. Seeking to contribute technical expertise and enhance product performance.

Skills

- Data Analysis
- Data Visualization
- Problem Solving
- JIRA
- Power Bi
- Technical Support
- Collaboration
- Documentation

Experience

Customer Interaction Advisor - [24]7.ai (Aug-2023 to Present)

- Initiated and executed a strategy resulting in a remarkable **15% reduction** in query resolution times.
- Expertly utilised **Salesforce CRM** to streamline and personalise customer interactions, ensuring rapid and tailored solutions.
- Led a **collaborative initiative** to overhaul our knowledge base, **empowering** both customers and the support team.
- Engineered and implemented a **real-time feedback** system, enhancing insights into **customer satisfaction**.
- Excited to **contribute** a unique blend of skills to elevate customer satisfaction and **drive innovation** in customer support.

System Engineer - Infosys Limited (May-2022 to Dec-2022)

Support Engineer L1/Tier 1

- **Coordinated** with other **technical support engineers** to **take over calls** outside their level of support.
- **Supported customers** with **basic technical support** for current and past **software releases** for delivery of quality results.
- **Collaborated** with a cross-functional **team**, resulting in **reduction** in average **performance time** for **technical issues**.
- **Maintained customer satisfaction** by addressing concerns with **empathy** and **professionalism**.
- **Escalated support desk tickets** to Level 2 in the **most crucial circumstances** and after considerable time had been spent on a single ticket.
- **Enhanced support** with **JIRA, ServiceNow**, meeting **SLA** by monitoring queues, escalating urgent issues, and optimizing workflows. Efficiently prioritized tickets for effective troubleshooting and solution.
- **Performed** exploratory data analysis (EDA), **identifying key trends** and **insights** that contributed to an improvement in decision-making efficiency.
- **Continuous learning** and adaptability to **stay updated** with the **latest technology** and **product developments**.

Software Testing Internship - QSpiders Software Institute (Nov 2021 - Apr 2022)

Internship Trainee

- **Actively participated** in manual **testing**, regression testing, UAT, and other kinds of role resulting in a **95% defect detection rate and on-time project delivery**.
- **Analyzed test results** and provided **valuable feedback** to the team, leading to a 20% reduction in software defects and **enhanced product quality**.
- **Assisted** in **creating** and **maintaining** test **documentation**, including test plans, test cases, and test reports, ensuring thorough test coverage and traceability.

Personal Projects

1) HR Presence Data Analysis Project [Power BI | Excel]

- Created an efficient **Power BI dashboard** for **HR**, automating **tracking** of working hours, attendance, performance, and leaves,
- Using this dashboard, we can **save 3-4 daily HR work hours**.

2) Sales Insights - Brick & mortar business [Power Bi | SQL]

- **Developed** an impactful **Power BI dashboard** analysing Atliq hardware **sales trends**, enabling data-driven decisions.
- Anticipated to **boost revenue** by at least **7%** in the upcoming **quarter**.

3) Uber Data Project

- **Developed** a **data pipeline** using **Mage-ai**, **reducing** data processing time by **30%** and enabling real-time analysis of ride data.
- Created **interactive dashboard** in looker-studio to monitor driver performance and identify areas for improvement, **KPI's**, resulting in a **10% increase** in driver ratings.

4) Healthcare Customer retention Data Analysis python project

- **Data-driven analysis: 80% attendance** for uninsured patients, **75% for insured**. **Hypertension - 85%** show rate, **Diabetes - 83%**. **SMS reminders - 72%** for recipients, 84% for non-recipients. No Sunday appointments; fewer on Saturdays.

5) Myntra Dashboard in Power Bi

- Built real-time Myntra **sales dashboard** in **Power BI** with **40%** improved visualization **efficiency**, **95%** **accurate** KPIs, and drill-down features for detailed insights.

Certifications

• Microsoft Certified: Power BI Data Analyst Associate

Skills: Microsoft Power BI, Data Visualization, Microsoft Power Query

• Data Analytics Essentials – Cisco Networking Academy

Skills: Fundamentals of Data Analytics, Python, SQL, Tableau, MS Excel, Big data Analysis.

Education

• Bachelor of Engineering - Mechanical Engineering

Rajiv Gandhi Institute of Technology, Bangalore. [2016 – 2020]

• Pre-University College - PCME

St. Claret PU College, Bangalore. [2014 – 2016]

• SSLC - Schooling

St. Claret School, Bangalore. [2013- 2014]