

SOWMYA SRI RATHNAKUMAR

TECHNICAL SUPPORT & BUSSINESS ANALYST

Expertise in Product Support, Demonstrations, Escalation Management, Business Requirement Gathering and CRM Optimization

EXPERIENCE

Digitide Solutions Limited 2022-Present

Technical Support Executive & Business Analyst (QConnect Project)

- Independently managed 200+ support tickets/day for POP and 40+ for QConnect
- Initiated and secured backend access, enabling the support team to independently resolve 90% of tickets and reduce developer dependency
- Dual-role performer: Supporting both Business Analyst and Technical Support role within QConnect and POP
- Authored and reviewed documentation including user manuals, BRD, flow diagrams, CMMI and ISO audits.
- Lead a support team by conducting meetings, ticket audits and sharing feedback to drive continuous improvement
- Handled escalations, client demos, and API testing in collaboration with development team using postman

Klaus IT - Citrix R&D

2021-2022

Technical Support Executive

- Assisting North American customers via phone and email
- Handle billing and payment issues for enterprise customers
- Helping customers with login issues with Citrix Cloud and Citrix accounts. Also, in the license linking
- Creating Tickets for both Customer Service and Technical support cases
- Regular follow-ups with customers via calls and emails

Amazon Development Center, India

2020-2021

Customer Service Associate

- Experienced in e-commerce and CRM systems, resolving 80% of functional queries on first contact.
- Provided multi-channel customer support via phone, chat, and email, handling 60 calls and 40 chats daily.
- Assisted customers with package tracking, billing inquiries, and payment setup.
- Analyzed account histories to identify service trends and issues.

SASTRA University, Thanjavur, India

2017-2019

Junior Research Fellow

- Contributed to the DST-SERB funded project on "Design and Development of Electrochemical Biosensor for Pesticide Detection in Water."
- Contributed to a DST-SERB funded project on electrochemical biosensors.
- Authored peer-reviewed publications and mentored master's students.
- Managed project planning, documentation, and budgeting.

C-Cubed Solutions Private Limited

2013-2014

Technical Support Representative

- Delivered live chat support for Microsoft product issues.
- Acted as Level 3 escalation point and team trainer.
- Recommended system improvements and documented resolutions.

ACHIEVEMENTS

- Published fiction and academic research, demonstrating strong written communication skills
- Received a Great Job badge for providing exclusive support, CMMI and ISO documentation - Digitide Solutions Limited
- Awarded "Customer Obsession" and "Flash Award" during tenure at Amazon for Customer Success
- Leadership board: 3rd place for overall performance in Customer Success - Citrix R&D

CONTACT

 9751554451 / 7550054451

 sowmyasrirathnakumar@gmail.com

EDUCATION

2014-2016

Anna University Regional Campus, Coimbatore
M.Tech Nanoscience and Technology

2009-2013

Dhanalakshmi Srinivasan College of Engineering
B.E. Electronics and Communication Engineering

SKILLSET

- Technical & Product Support Expertise
- Business Requirement Gathering
- Product Demonstrations and Client Onboarding
- Knowledge Transfer and Training Programs
- Technical Documentation and User Manuals
- Ticket and Escalation Management
- Team Handling
- CRM Administration and Optimization
- SLA, CSAT, and KPI Compliance and Improvement
- Microsoft Excel
- Freshdesk
- Power BI, HTML & GIT basics

CERTIFICATIONS

- Business Analytics with Excel - Simplilearn
- Power BI for Beginners - Simplilearn
- HTML Basics - Great Learning
- ESOL Certification from University of Cambridge for English Proficiency

EXTRA ACTIVITIES

- Participated in Ques Hackathon 2024
- Participated in one day workshop on "Television service & maintenance, Wireless communication & antenna wave propagation" at SSKCET
- Attended two days national workshop on "Nanomaterials for energy applications" at Anna University Regional Campus Coimbatore
- Attended and presented a poster on "Mesoporous Carbon Nanointerfaced Electrochemical Biosensor for the Detection of α-Endosulfan in Water" at ICONSAT 2018, Bangalore

PROJECTS

UG: Design of safety system for public awareness at unsafe zones.

PG: A study on Infrared and Ultraviolet protective coatings using conductive polymer.

LANGUAGES

Tamil, English, Malayalam