

# SOWMYA SRI RATHNAKUMAR



## TECHNICAL SUPPORT & BUSSINESS ANALYST

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

### EXPERIENCE

<b>Digitide Solutions Limited</b> <b>Technical Support Executive &amp; Business Analyst (QConnect Project)</b> <ul style="list-style-type: none"><li>Independently managed 200+ support tickets/day for POP and 40+ for QConnect</li><li>Initiated and secured backend access, enabling the support team to independently resolve 90% of tickets and reduce developer dependency</li><li>Dual-role performer: Supporting both Business Analyst and Technical Support role within QConnect and POP</li><li>Authored and reviewed documentation including user manuals, BRD, flow diagrams, CMMI and ISO audits.</li><li>Lead a support team by conducting meetings, ticket audits and sharing feedback to drive continuous improvement</li><li>Handled escalations, client demos, and API testing in collaboration with development team using postman</li></ul>	<b>2022-Present</b>
<b>Klaus IT - Citrix R&amp;D</b> <b>Technical Support Executive</b> <ul style="list-style-type: none"><li>Assisting North American customers via phone and email</li><li>Handle billing and payment issues for enterprise customers</li><li>Helping customers with login issues with Citrix Cloud and Citrix accounts. Also, in the license linking</li><li>Creating Tickets for both Customer Service and Technical support cases</li><li>Regular follow-ups with customers via calls and emails</li></ul>	<b>2021-2022</b>
<b>Amazon Development Center, India</b> <b>Customer Service Associate</b> <ul style="list-style-type: none"><li>Experienced in e-commerce and CRM systems, resolving 80% of functional queries on first contact.</li><li>Provided multi-channel customer support via phone, chat, and email, handling 60 calls and 40 chats daily.</li><li>Assisted customers with package tracking, billing inquiries, and payment setup.</li><li>Analyzed account histories to identify service trends and issues.</li></ul>	<b>2020-2021</b>
<b>SASTRA University, Thanjavur, India</b> <b>Junior Research Fellow</b> <ul style="list-style-type: none"><li>Contributed to the DST-SERB funded project on "Design and Development of Electrochemical Biosensor for Pesticide Detection in Water."</li><li>Contributed to a DST-SERB funded project on electrochemical biosensors.</li><li>Authored peer-reviewed publications and mentored master's students.</li><li>Managed project planning, documentation, and budgeting.</li></ul>	<b>2017-2019</b>
<b>C-Cubed Solutions Private Limited</b> <b>Technical Support Representative</b> <ul style="list-style-type: none"><li>Delivered live chat support for Microsoft product issues.</li><li>Acted as Level 3 escalation point and team trainer.</li><li>Recommended system improvements and documented resolutions.</li></ul>	<b>2013-2014</b>
<b>ACHIEVEMENTS</b> <ul style="list-style-type: none"><li>Published fiction and academic research, demonstrating strong written communication skills</li><li>Received a Great Job badge for providing exclusive support, CMMI and ISO documentation - Digitide Solutions Limited</li><li>Awarded "Customer Obsession" and "Flash Award" during tenure at Amazon for Customer Success</li><li>Leadership board: 3rd place for overall performance in Customer Success - Citrix R&amp;D</li></ul>	

### 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 Quess 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  $\alpha$ -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