

SOWMYA SRI RATHNAKUMAR

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Coimbatore, India

SUMMARY

Business Analyst & Product Support Specialist who turns real customer issues into clear requirements and better product decisions. Known for sharp analysis, clean documentation, and a 90% reduction in developer dependency.

SKILLS

Business Analysis: Requirements Elicitation, BRDs & User Stories, Acceptance Criteria, UAT Support, Process Mapping

Documentation: SOPs, Audit Documentation (CMMI/ISO), Knowledge Base Docs, User Manuals

Technical: Excel Analytics, Postman, HTML, Power BI, SQL

Tools: Freshdesk, MS Office, Google Workspace, JIRA

WORK EXPERIENCE

Digitide Solutions - Business Analyst/Product Support Specialist June 2022 - Present

- Eliminated developer dependency for 90% of support issues and slashed ticket turnaround from hours to minutes by turning recurring problems into product-level fixes.
- Led requirement discussions; authored BRDs, user stories, workflows, and acceptance criteria.
- Coordinated UAT cycles: test cases, defects, readiness checks.
- Created CMMI/ISO docs, SOPs, and runbooks used across teams.

Klaus IT - Citrix R&D - Technical Support Executive 2021 - 2022

- Supported Citrix Cloud login, billing, and licensing with 85% FCR and 7-min avg resolution.
- Wrote email templates and knowledge articles adopted as team standards.

Amazon India - Customer Service Associate 2020 - 2021

- Delivered phone/chat support with 80% FCR and 6-min handling time.
- Documented recurring customer issues to support process improvements.

ASTRA University - Junior Research Fellow 2017 - 2019

- Documented research for DST-SERB biosensor project with strong data accuracy.
- Mentored students and managed lab workflows.

C-Cubed Solutions - Technical Support Representative 2013 - 2014

- Delivered Microsoft L3 support with 78% FCR and 7-min avg chat time.
- Created internal training guides and articles for new associates.

EDUCATION

M.Tech Nanoscience and Technology 2014 - 2016

B.E. Electronics and Communication Engineering 2009 - 2013

AWARDS & RECOGNITION

- Promoted to Business Analyst for eliminating 90% developer dependency and cutting ticket turnaround from hours to minutes.
- Customer Obsession Award – Amazon
- Flash Award – Amazon
- Leadership Board (3rd Overall) – Citrix R&D