K.Saurabh Rao

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Summary

Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

Technical Skills

- **Programming Languages:** Python, JavaScript, SQL
- **Databases:** MongoDB, Relational Databases
- **Tools:** JIRA, REST APIs, Insomnia, Monitoring Tools, Log Analysis, Kibana
- **Technical Capabilities:** Troubleshooting, Diagnostics, System Traces, Root Cause Analysis
- **Communication Platforms:** Email, Chat, Technical Documentation

Experience

Operative Media

Product Support Analyst, Bengaluru, India
08/2019 - Present

- Provide comprehensive technical support for digital products, ensuring optimal system performance and customer satisfaction.
- Diagnose and resolve complex technical issues through detailed log analysis, system traces, and root cause investigation.
- Write advanced SQL queries and scripts for MongoDB and relational databases to support data integrity and troubleshooting.
- Utilize REST APIs with Insomnia for comprehensive API debugging and issue resolution.
- Collaborate with cross-functional development teams to enhance high availability (HA) and disaster recovery (DR) setups.
- Improve automated workflows and support claim reflow processes.
- Create and manage JIRA tickets for issue escalation and tracking.
- Demonstrate strong multitasking abilities, efficiently prioritizing and managing customer issues under pressure.

Infosys BPM

Process Executive, Pune, India
02/2016 - 03/2025

- Performed on-call troubleshooting for telecommunication networks, identifying and resolving infrastructure issues
- Monitored network parameters and conducted diagnostic testing to ensure smooth network operations
- Worked with multiple applications (Siebel, CSS, Order Tracker, Flow) for testing and network change management
- Collaborated in virtualized environments (VMware, Hyper-V) for network infrastructure management
- Raised, tracked, and closed incidents with technical teams

Education

HR/Operations

International School of Management Excellence
12/2019

Electronics and Electrical Engineering

St. Aloysius Institute Of Technology

12/2015

Certificates

Python Certification | Udemy | November 2020