Naveen Gupta

IT Professional

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Profile:

Results-driven IT professional with over a decade of experience in product, SaaS, IT, and Helpdesk support. Commended on the ability to provide high quality customer service, product insights, and technical acumen. Team player who values collaborative efforts to deliver the right value and user experience to the end user. My previous experiences have prepared me for various roles, including:
product management,
program management,
support operations,
consulting,
technical writing,
technical enablement,
technical advisory

Education:

Boston University,
Boston, MA
May 2014
Bachelor of Science: Computer Engineering

Skill Sets:

Customer Service,
Product Management,
Knowledge Management,
KCS,
CRMs,
Troubleshooting,
Networking,
Akamai,
Content Delivery Networks (CDN),
APIs,
Shell Scripting,
Linux,
JSON

Awards & Honors:

Akamai   2016 - 2023

AkaLedes & Spot Awards
-Presented to employees who go above and beyond their day-to-day tasks; recognized by management and peers

Most Impactful Team
-Presented to a team of support engineers who were staffed outside their working hours to support the Black Friday eCommerce Shopping Season

Professional Experience:

Akamai Technologies   Cambridge, MA | New York, NY

Associate Product Manager   Nov 2021 – May 2023
-Responsible for Akamai's Services product offerings
-Wrote and drove OKRs to completion
-Designed and improved 12 automated alerts and monitoring services for customer websites
-Conducted meetings with a team of 16 to gather feedback from the field on product improvements
-Developed the roadmap for our premium offering along with a team of 4 product managers and architects
-Ran market analysis to identify improvements to product offerings
-Oversaw migration of customers from legacy products to new product portfolios

Senior Technical Support Engineer   July 2021 – Oct 2021
Technical Support Engineer II   April 2019 – June 2021
Technical Support Engineer   Jan 2016 – April 2019
-Worked with Akamai customers to debug and diagnose issues with their websites
-Managed multiple customer escalations for premium eCommerce and public sector customers which had high executive visibility within both the customer's organization and at Akamai
-Managed escalations for standard customers who were at risk of churn and requested an aligned resource
-Worked with relevant stakeholders: aligned engagement managers, project managers, solutions architects, support advocates, and sales teams from Akamai as well as engineers, analysts, C-level executives, etc.
-Wrote and maintained quality knowledge base articles for internal and external processes
-Investigated preventative measures and solutions to assist customers with common pain points
-Served as a mentor for multiple team members when they started at Akamai

IBM Cloudant   Boston, MA

Client Support Engineer   July 2014-January 2016
-Served as the voice of the customer and provided support for customers of Cloudant's Database Platform
-US East coast lead and identified ways to improve ticketing workflows in CRM
-Worked with CRM administrators to funnel in tickets to Slack chat spaces and view PagerDuty integrations
-Improved internal documentation for processes and onboarded/mentored new team members
-Worked directly with operations engineers, technical account managers, and senior developers of the core software to identify solutions for customers of the platform

Boston University College of Engineering   Boston, MA

Student IT Consultant   September 2012 - July 2014
-Assisted new student hires with fielding tickets from engineering faculty, staff, and students
-Wrote processes to assist peers with their day-to-day tasks
-Assisted senior and tenured faculty and staff as well as graduate students on HW/SW requirements

Projects:

Akamai: Premium 3.0 Alerts: November 2021 – May 2023
-Conduct meetings with a core team to improve alerts that get delivered as part of a managed delivery service
-Track JIRAs, coordinate with engineering to improve threshold recommendations for the core alerting engine

Akamai: Enhanced SLA: July 2022 – May 2023
-Assess current market value of an enhanced SLA offering and revising pricing strategy around the product
-Liaison with technical support team to understand pain points in delivering and meeting enhanced SLAs

Akamai: Knowledge Centered Support (KCS):   July 2017 – November 2021
-KCS Coach: guided 4 teammates on writing quality KB articles and advance them through levels of the KCS process
-Identified duplicate articles and lead consolidation efforts for easier readability and search-ability

IBM: Bluemix/Cloudant Integration: July 2015 - Jan 2016
-Lead efforts to ensure a seamless user experience for users purchasing Cloudant through IBM marketplace
-Updated the backend database to resolve failed account signups and documented processes for co-workers