Naveen Gupta
Customer Support Professional

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Objective:

Results-driven customer service professional with eight years of product oriented experience. Commended on the ability to provide high quality customer service, engage with clients in a calm demeanor, technical acumen, and being an approachable team player. Seeking roles in customer experience, customer engagement. An ideal environment where I would thrive would be at the intersection of food service and client engagements.

Education:

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

Skill Sets:

Customer Service
Salesforce CRM
Food and Service Management
Square POS
Indian Cuisine
Recipe Writing and Testing
Microsoft Office

Professional Experience:

Kolkata Chai Co — New York, NY
Food and Beverage Specialist, Lead Chaiwallah (part time) — September 2018- present
-Back of house staff, prepping drinks for café patrons
-Front of house staff, Point of Sales, interact with customers and explain menu items
-Curate recipes and prep food for service
-Write recipes to be used by kitchen staff and café management
-Train staff members on food prep and service
-Assist management with inventory
-Using Square POS to manage menu items and pricing

Boston University Residence Dining Services — Boston, MA
September 2011- August 2012

-Prepped meals for students and faculty of Boston University
-Prepped sauces for other meal services during the day/late night café
-Assisted management with taking inventory

Akamai Technologies — Cambridge, MA | New York, NY
Senior Technical Support Engineer — July 2021 - present
Technical Support Engineer II — April 2019 – June 2021
Technical Support Engineer — Jan 2016 – April 2019
   -Work with key accounts that provide high monthly recurring revenue to Akamai's Services and Support Organization
   -Manage multiple customer escalations for premium eCommerce and public sector customers which had high executive visibility within the customer's organization and at Akamai
   -Work 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. on the customer's teams to drive technical issues to resolutions
   -Manage escalations for standard customers who are at risk of churn and prefer an aligned resource on high severity issues
   -Recipient of multiple awards: i.e. Most Impactful Team, Customer First Award, Akaledes
   -Look into preventative measures and solutions to assist customers with common pain points
   -Provide reactive and proactive support for customers using Akamai's Edge platform for content delivery and website acceleration/optimization platform
   -Serve as a mentor for multiple team members when they start at Akamai, including co-ops and full-time new hires

IBM Cloudant — Boston, MA
Client Support Engineer — July 2014-January 2016
   -Acted as the voice of the customer; provided support for users/customers on Cloudant's Database Platform
   -Served as the 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
   -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 and wrote processes to assist peers with their day-to-day tasks
   -Assisted senior and tenured faculty and staff as well as graduate students on their hardware/software requirements for projects

Projects:

Kolkata Chai Café Menu — May 2019 – present
   -Work on testing and preparing recipes for food and beverage to be sold at the brick and mortar location
   -Updating internal file sharing systems with latest recipes for staff to use

Akamai Knowledge Centered Support (KCS): — July 2017 - present
   -KCS Coach: guiding teammates on writing quality KB articles and advance through the levels of the KCS process
   -Use, Flag, Fix, Add, and Archive articles when working on cases
   -Document the articles in Akamai's Knowledge Base.
   -Sub-project: Identify duplicate articles and look into consolidation of the articles for easier readability and searchability

IBM Bluemix/Cloudant Integration: — July 2015 - Jan 2016
   -Lead for supporting the integration of Cloudant DBaaS into the IBM Bluemix marketplace
   -Held weekly meetings with other IBM teams to ensure a smooth transfer from system to system
   - Document processes for co-workers to follow