Naveen Gupta
Customer Support Professional

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Objective:

Results-driven support professional with eight years of experience (product/SaaS support as well as IT/Helpdesk support). 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 product management, support operations, consulting, or technical advisory

Education:

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

Skill Sets:

Customer Service,
Troubleshooting,
Networking,
Content Delivery Networks (CDN),
Akamai,
APIs,
Shell Scripting,
Linux,
JSON

Professional Experience:

Akamai Technologies — Cambridge, MA | New York, NY

Associate Product Manager — Nov 2021 – present
 -Oversee Akamai's portfolio of services and support products
 -Engage in good, better, best model practices when designing and enhancing products
 -Primarily work on Akamai's Premium Services and Support offering (focus on enhanced customer alerting), event support, broadcast operations command center for streaming media customers

Senior Technical Support Engineer — July 2021 – Nov 2021
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, both external and internal users of IBM
 -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 and also how to view PagerDuty integrations into Slack
 -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:

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

Akamai Engineering Days: — January 2019
 -Worked on a proof of concept to pull data from Salesforce tickets and push to WebEx Teams
 -Used Workato to demonstrate what improvements can be made

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
-Made updates to the backend database to resolve failed account signups and document processes for co-workers to follow

- Wrote Python and Shell scripts to audit lists of internal IBM employees to migrate their data and reassign their accounts to an internal IBM cluster, utilizing a mix of automated and manual processes

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