

# TANU SHARMA

Software Implementation Engineer

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## SUMMARY

Skilled engineering professional specializing in Production support and SaaS implementations with a strong passion for continuous learning. Dedicated to achieving outcomes and improving project outcomes.

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## WORK EXPERIENCE

### Software Implementation Engineer, Certa

Feb 2023 - Present

- Successfully implemented cost-effective solutions for internal and client projects.
- Managed the production support team in addressing customer issues at a level 2 capacity.
- Took on the role of implementation manager for an internal tool created for production support tickets.
- Created/Managed and optimized the internal solution for support for all the external clients.
- Implemented REST API's to the configuration for different clients for better solution in code

### Product Associate, Contentstack Pvt. Ltd.

June 2021 - Oct 2022

- Handled client issues at L1 level for the product.
- Promptly escalated production concerns from clients to the development or senior teams to ensure swift resolutions.
- Contributed to establishing a repository of knowledge to expedite the resolution of new client inquiries.
- Collaborated with cross-functional teams, to address incidents and perform Root Cause Analyses (RCAs) for ongoing issues.

### Product Support Associate, Convene India

Feb 2020 - June 2021

- Conducted training sessions for new recruits on products and procedures.
- Maintained and updated the knowledge base consistently for new employees.
- Worked on Gitlab and Jenkins for continuous implementation of product websites for clients.

### Technical Support Associate, IBM

Mar 2017 - Aug 2019

- Managed troubleshooting calls for client issues.
  - Achieved a 98% overall Customer Satisfaction (CSAT) rating.
  - Conducted training sessions for new hires on product knowledge and procedures.
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## ADDITIONAL INFORMATION

- **Technical Skills:** Rest API, Git, JSON, Salesforce, JIRA, SQL, Zendesk
- **Languages:** English, Hindi

## EDUCATION

### Bachelor in Computer Science

Venkateshwara institute of technology