Utsav Singh

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Experience

Yellow.ai · **Jun. 2023 - Present**
Technical Product Support Engineer · *Bengaluru, India*

- Delivered customer-centric technical support by building and maintaining AI-driven chatbots and voicebots on Yellow.ai's platform, reducing issue recurrence and improving CSAT by **28%**.
- Troubleshot production issues using **OpenSearch logs** and Node.js, performing deep root cause analysis and deploying real-time fixes to prevent future escalations.
- Created and optimized RESTful API integrations to meet enterprise client requirements, enabling personalized conversational flows and reducing onboarding time.
- Prioritized and resolved customer incidents with minimal downtime, leveraging temporary workarounds and implementing long-term fixes in collaboration with engineering teams.
- Provided high-availability technical support to enterprise customers across **APAC, MEA, and India** regions under SLA commitments, including incident triage and escalation.
- Developed and deployed an internal AI knowledge bot to automate documentation queries, reducing internal resolution time by **70%** and handling 200+ requests weekly.
- Proactively monitored live production **voicebot traffic** to identify anomalies, prevent call failures, and ensure real-time resolution of system performance issues.
- Acted as the primary point of contact during client meetings, managing expectations, and providing product-level support and guidance during the full SDLC.
- Collaborated cross-functionally with **Delivery, Product, and Engineering** teams, filing bugs via **JIRA**, participating in design reviews, and driving improvements in release quality.
- Demonstrated ownership by tracking recurring issues, identifying trends, and recommending long-term solutions to reduce ticket volume and increase system reliability.

Wipro · **Apr. 2022 - Jun. 2022**
Software Engineer Intern · *Bengaluru, India*

- Developed a responsive full-stack e-commerce web application using HTML, CSS and JavaScript, aligning with business and performance objectives.
- Refactored codebase to reduce page load time by **20%**, enhancing usability and customer experience across devices.
- Utilized **Git** for version control and team collaboration throughout the software development lifecycle.
- Participated in **Agile sprints** and cross-functional discussions, translating UI/UX feedback into technical enhancements for a production-grade platform.

Projects

Marble & Moss | *JavaScript, Node.js, MongoDB*

- Built a robust e-commerce application with user authentication, secure JWT-based login, and six functional UI screens.
- Engineered and integrated scalable RESTful APIs using Node.js to enable real-time product listing updates, inventory tracking, and seamless seller operations.
- Designed a modular and responsive front-end in JavaScript to enhance the customer shopping experience.

Image Spiral App | *HTML, CSS, Javascript, RESTful API*

- Buill a single-page web application featuring infinite scroll functionality to dynamically load and display high-volume image content using REST APIs, ensuring a seamless and responsive user experience.
- Implemented front-end optimizations to ensure seamless UX and efficient API data loading, handling large payloads without performance degradation.

Education

Rajiv Gandhi Proudyogiki Vishwavidyalaya · **Aug. 2018 – Jul. 2022**
Bachelor of Technology in Computer Science and Engineering · *Bhopal, India*

Technical Skills

Programming & Scripting: JavaScript, SQL
Cloud & API Integration: RESTful APIs, OpenSearch logs
Dev & Support Tools: Postman, JIRA, Confluence, Git, GitHub, VS Code, Salesforce
Debugging & Monitoring: Production Issue Triage, API Troubleshooting, Log Analysis, Alerting
Customer-Facing Support: Technical Product Support, SLA Management, Client Communication
Soft Skills: Customer-Centric Approach, Prioritization Under Pressure, Agile Methodology, Ownership Mindset