Utsav Singh

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Summary

Dynamic Technical Product Support Engineer with a proven track record of exceeding customer expectations and elevating satisfaction levels. Skilled in resolving complex technical issues, streamlining troubleshooting methodologies, and fostering collaboration across teams to enhance product stability.

Experience

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

- Analyzed and resolved an average of 110+ client issues per month, including 40% critical issues and 60% medium issues, all within the SLA.
- Contributed to the development of Dynamic AI Conversational Bots by creating and modifying databases, integrating APIs, updating Bot functions, flow, and codebase. Also, managed bot localization, resulting in a more efficient and streamlined system.
- Utilized Bot Node.js app logs to debug the bot, identify and troubleshoot issues in the current deployment and implementing fixes that resulted in a significant decrease in customer escalations.
- Effectively communicated with clients to gather new requirements and documented them for the R&D team to implement, resulting in an average of 30% increase in customer satisfaction scores.
- Managed bot deployments on production servers, ensuring smooth deployment processes and minimizing downtime.
- Collaborated with the product development team to identify and resolve recurring software bugs, leading to a 25% decrease in customer-reported issues and improved product stability

Wipro   **Apr. 2022 - Jun. 2022**
Full Stack Developer Trainee   *Bengaluru, India*

- Developed a full stack application with HTML, CSS, JavaScript and Express.js to process records within 3 weeks, increasing user satisfaction by 30%.
- Worked with version control systems like Git, ensuring proper branching and merging for effective collaboration within the development team.
- Optimized website performance through code refactoring and restructuring resulting in a 20% reduction in page loading time and an increase of 25% customer engagement rate.

Education

Technocrats Institute of Technology   **Aug. 2018 – Jul. 2022**
Bachelor of Technology in Computer Science and Engineering; GPA: 3.66 (8.27/10.0)   *Bhopal, India*

Technical Skills

Languages: HTML, CSS, JavaScript, Python, SQL
Technology: MySQL, Node.js, RESTful APIs, Redis
Developer Tools: VS Code, GitHub, Postman, Salesforce
Interpersonal Skills: Leadership, Agile management, Emotional Intelligence, Effective communication

Extracurricular

HelpAge India   **Jan 2019 - Mar 2019**
Student Fundraiser   *Gwalior, India*

- I raised funds for building old age homes and was awarded by the foundation for the same for distinguished performance among my peers.
- Built quality relationships with senior citizens, made acquaintance with more people around the neighborhood and made them aware of the living conditions of elderly people around the country.

Relevant Coursework

- Data Structures
- Algorithms
- Database Management
- Object Oriented
- Programming
- Operating Systems
- Computer Networks
- Software Testing