Utsav Singh

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Summary

Technical Product Support Engineer with a proven track record of solving complex technical issues and driving product stability through strong client communication. Skilled in JavaScript, SQL, API testing, debugging, and streamlining troubleshooting methodologies.

Experience

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

- Analyzed and **resolved** an average of **110+** client issues per month, comprising **40%** critical and 60% medium-priority issues, all within SLA.
- Developed and optimized dynamic AI conversational chatbots by **implementing new features**, handling change requests, integrating APIs, and writing program flows, resulting in a more efficient system that **improved user engagement** and satisfaction by **28%.**
- Utilized OpenSearch logs within a Node.js platform to troubleshoot, identify, and analyze root causes of technical issues in production deployment; **implemented effective fixes** resulting in a **40%** decrease in customer escalations, significantly enhancing system stability.
- Demonstrated core modules and functionalities to clients, onsite business users, and internal teams (development and testing), achieving a **30%** increase in customer satisfaction by facilitating a smoother product development and adoption process through effective training and communication.
- 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.
- Managed multiple high-profile enterprise accounts across India, APAC, and the MEA region, supporting industries such as BFSI, Healthcare, Fashion & Retail, and E-commerce. Served as the **point of contact** for meetings and client interactions, ensuring timely resolution of product & technical issues.
- Actively monitored the flow of data within the system for voice bots in production to detect call failures, ensuring data integrity and smooth operations, resulting in improved system uptime.

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

- Developed a full-stack e-commerce platform from scratch, working closely with the team using the HTML, CSS, Javascript, Node.js, and MongoDB, delivering a responsive UI that met business requirements and supported a growing D2C user base.
- Utilized Git as the primary version control system for tracking and managing code changes throughout the development lifecycle.
- 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; CGPA: 8.27/10.0   *Bhopal, India*

Technical Skills

Languages: JavaScript, Python, SQL
Technology: Node.js, MySQL, RESTful APIs, OpenSearch logs
Developer Tools: VS Code, Git, GitHub, Postman, Salesforce, Jira
Soft Skills: Leadership, Agile Project Management, Cross-functional Collaboration, Emotional Intelligence, Technical & Product Support

Relevant Coursework

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