

MADANAGOPAL V  
Technical Support Specialist

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SUMMARY

Driven and customer-focused Technical Support Specialist with 2+ years of experience in troubleshooting complex technical challenges in the SaaS industry. Adept at simplifying intricate processes, delivering high-quality solutions, and empowering customers to succeed through automation and streamlined workflows. Proficient in API integrations, debugging, and process optimization.

PROFESSIONAL EXPERIENCE

TATA CONSULTANCY SERVICES  
Technical Support Specialist  
Projects

Chennai, Tamil Nadu  
Feb 2022 – May 2024

- **SCB-GFA-Capital MI-FP-CHN-ADM SG OFF**
  - Delivered comprehensive support for SaaS-based web applications, including debugging, troubleshooting, and optimizing user workflows, resulting in a **20%** reduction in average resolution time and a **15%** increase in customer satisfaction ratings.
  - Collaborated cross-functionally to resolve API-related issues, ensuring seamless integrations for end-users.
  - Enhanced customer satisfaction by implementing innovative automation solutions and addressing technical escalations effectively, leading to a **25%** increase in positive feedback ratings and a **20%** reduction in support ticket response time.
  - Contributed to internal documentation, equipping team members with actionable knowledge for tackling recurring issues.
  - Demonstrated exceptional productivity in high-volume environments, exceeding performance benchmarks consistently, including achieving a **25%** faster resolution time on average.
  - Reduced workflow errors by **40%** through optimized API integrations by streamlining authentication processes and implementing comprehensive error-handling mechanisms, ensuring consistent data synchronization and improved user reliability.
- **SC GBS-TSA-Risk & Finance-ADM SG OFF**
  - Diagnosed and resolved customer-reported issues, achieving a **90%** first-contact resolution rate and improving application usability by **20%**, while reducing average issue resolution time by **15%**.
  - Conducted root cause analyses for technical problems, reducing recurring issues by **25%** through long-term solutions.
  - Built and tested workflows leveraging automation tools, enhancing customer efficiency by **30%** and decreasing task completion times by **15%**.
  - Supported team initiatives by sharing best practices, such as creating standardized troubleshooting guides and conducting knowledge-sharing sessions, leading to a **10%** improvement in internal communication response times and a **15%** reduction in query resolution delays.

DELPHI TVS  
Quality Engineer - Trainee

Chennai, Tamil Nadu  
May 2021 – Nov 2021

- Worked with engineers and teams to build and test front-end components, ensuring smooth integration with backend systems and improving user experience.
- Identified and fixed interface issues to improve performance and reliability of the application.

EDUCATION

RAJALAKSHMI INSTITUTE OF TECHNOLOGY  
Bachelor of Mechanical Engineering

Chennai, Tamil Nadu  
2017 Apr - 2021 Mar

ADDITIONAL INFORMATION

- Technical Skills: JavaScript (ES6+), TypeScript, Python, Zapier, ZAP, Postman, Slack, JIRA, CRM Tools, ServiceNow, HTML5, CSS3, ReactJS, RESTful APIs, Workflow Creation, Optimization, Bootstrap, Tailwind CSS, MySQL, Jest, Chrome Dev Tools, Git, GitHub.
- Soft Skills: Analytical problem-solving to provide exceptional solution in customer inquiries effectively. Strong collaboration skills to work seamlessly with cross-functional teams. Proactive adaptability in fast-paced, dynamic environments. Active listening to gather requirements and provide targeted solutions. Clear and concise communication to facilitate smooth customer interactions.
- Certifications: Leading Customer-Centric Culture by LinkedIn, Agile Project Management Course by Coursera, Introduction to APIs and Integration by Coursera (*Planned Completion: February 2025*), Zapier Mastery Course by Zapier Academy (*ongoing*), HackerRank Certification in JavaScript.
- Achievements: Resolved over 1,500 technical support tickets per quarter, maintaining a resolution rate of 98% and consistently meeting service level agreements (SLAs). Achieved customer satisfaction ratings by 25% within six months by efficiently resolving 95% of technical support inquiries on the first contact.
- Languages: Fluent in English, Tamil (native).

“The future belongs to those who learn more skills and combine them in creative ways.”