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Versatile IT Professional with expertise in technical support, CRM, Email, cloud technologies (AWS, Azure, GCP), and data analysis (Power BI, SQL). Skilled in business communication, sales strategy, and customer relationship management, with a proven ability to engage stakeholders, negotiate deals, and drive revenue growth. Adept at problem-solving and optimizing customer experiences, I am eager to leverage my technical acumen and interpersonal skills to drive Zoho's key account expansion and retention.

Education

Sept 2024 – May'25

Post Graduation: Reporting Systems & Database Development

Conestoga College – Downtown, Kitchener, ON

2015 - 2019

Bachelor of Technology: Mechanical Engineering

Dr. M.G.R Education & Research Institute - Chennai, India

Skills

Programming Language: Java, Spring-Boot, RESTful APIs, SQL, JavaScript (ES6+), Oracle PL/SQL, HTML5 & CSS3.

Database management: Microsoft SQL server, MongoDB, Cassandra, MySQL, Data warehousing & implementation data security in AWS cloud service.

Big Data: Apache Kafka, ETL Process, Big data processing.

Cloud Technologies: Azure & AWS, cloud storage, databases and cloud security.

Network & Web Tech: DNS resolution, IP, TCP, DHCP, HTTPS & Network debugging, packet handshake.

Reporting tools: PowerBi & Zoho Analytics.

Languages: Exceptional in English, Beginner in French.

Strong communicator with the ability to simplify complex technical concepts for diverse audiences, as demonstrated in my technical support role at Zoho, where I converted a customer query into a business opportunity. Highly empathetic and customer-focused, ensuring seamless interactions and high CSAT scores. Proven sales acumen, having identified and leveraged technical insights to optimize email security solutions, leading to successful client conversions.

Work History

2022-05 –08-2024

Technical Support Engineer

Zoho Corp, India.

- Identified a misrouted query from a non-sales channel and recognized a potential business opportunity. Engaged the customer by understanding their email security concerns, providing expert guidance on SPF, DKIM, and DMARC configurations, and optimizing MX records for better email deliverability. Simplified complex networking concepts to help the customer make an informed decision, ultimately converting them into a paying client. Received formal appreciation email for my technical expertise, problem-solving skills, and customer-focused approach.
- Served as primary point of contact for support relating to owned solutions and products. Calls, Email & chats.

- Complete Debugging & troubleshooting of Zoho Mail. (client, database, network and server).
- Reproduce, diagnose, and resolve technical problems encountered by users.
- Zoho Mail application Add-ons, User interface, SaaS support and ideas of product improvement, technology improvement ideas, product updates and UI feature modifications. When necessary, we will have a discussion with the development team to make changes.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Gathered trend data from customer calls and interactions and provided researched technological insights and feedback for the enhancement of a feature of the product.
- Constantly making notes of user preferences and product upgrades and giving feedback. Also, product ideas and overall business suite update for security in all Zoho apps.

2021-08 - 2022-03

Administrator – icore Cloud Infrastructure Services

Wipro Technologies, India.

Managed IT operations and system administration, ensuring seamless incident/change management using ServiceNow while supporting cloud-integrated environments

- Hands-on experience with Incident/Change management, Service request, Ticketing tools like Service Now. Completed ITIL v4 Wipro Exams.
- Also, as Desktop L2 support engineer on High pressure environment.
- Maintained response times in compliance with internal policies to support business continuity. Very polite and extremely professional with clients and users hence resulting in a high CSAT score.
- Expertise on Windows Server 2016 Patching & updates, Windows operating system, Technical Troubleshooting desktop application & hardware.
- Resolved issues and escalated problems with knowledgeable support and quality service • Advised senior personnel on potential process improvements to increase support quality and expedite ticket fulfillment.

2020-06 - 2021-07

Catalog Analyst

Walmart Global Technologies, India

- Developed and implemented Excel macros to automate catalog management tasks, improving process efficiency and data accuracy—key KPIs for operational excellence. Utilized SQL for data analysis and database management.
- Directed Virtual training and retraining of employees regarding SOP & Catalog management.
- File maintenance for WBR- Weekly Business Report
- IT Support Analyst (2021-01-2021-07)
- I worked as an IT Support Analyst for 8 months. • Desktop Application Troubleshooting and Office 365. • Troubleshot hardware and software issues. • Ability to explain complex IT concepts in simple terms • Identified root cause and provided RPA- Root Cause Analysis Report • Reported system failures and asset configuration issues on monthly basis.