

Vikas Dadhich

Technical Account Manager

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Encouraging and analytical problem-solver as well as excellent customer relations aptitude and support skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Seasoned Technical Support Executive skillfully leads troubleshooting and issue resolution. Over 11 years proficiently guiding IT problem fixes, outlining assessment standards, and promoting training initiatives. Skillfully directs critical maintenance services to streamline technology operations. Detailed assistance to escalate and address deployment miscalculations.

Skills

Post-Sales Support	●●●●●
Problem-solving abilities	●●●●●
Cloud Computing	●●●●●
K8s	●●●●●
Data Streaming	●●●●●
BigData	●●●●●
Technical Product Management	●●●●●

Work History

2023-11 - Current	Technical Account Manager <i>AccelData, Remote(Bangalore)</i> <ul style="list-style-type: none">Reduced response time for technical inquiries with efficient communication channels and teamwork.Resolving complex issues and validating customer's use casesConducted regular account reviews to proactively identify areas of improvement and implement necessary changes.Increased client satisfaction by promptly addressing technical issues and providing tailored solutions. Skills: Technical Account Management, BigData, Observability, Cloud-Computing, Technical Product Management
2022-09 - 2023-11	Customer Reliability Engineer <i>StreamNative, Remote</i>

- Consistently met or exceeded performance metrics, contributing to overall team success.
- Earned recognition from management for consistently delivering exceptional service quality.
- Built long-lasting relationships with key accounts through consistent delivery of outstanding technical support and service.
- Prevented potential system disruptions by conducting regular maintenance checks on client equipment and software installations.
- Conducted root cause analysis of technical issues, implementing preventive measures for future occurrences.

Skills: K8s, Technical Sales consulting, Apache Pulsar, Cloud Computing

2021-07 - 2022-09 Technical Support Engineer

Confluent, Remote(Bangalore)

- Helping customer to fix issue related to Kafka Deploy their solution over
- K8s Maintain their cluster and on Confluent cloud

Skill: Apache Kafka, Account Management, K8s , Cloud Computing

2018-07 - 2021-07 Customer Operation Engineer, Manager

Cloudera, Bangalore

- Optimized engineering processes by implementing innovative solutions and streamlining workflow.
- Spearheaded continuous improvement initiatives resulting in increased operational efficiency across multiple departments.
- Improved team productivity by providing technical guidance and mentoring junior engineers.
- Collaborated on interdisciplinary teams to develop creative, cost-effective solutions for complex projects.

Skill: Apache Hadoop, Apache Kafka, Apache Spark, K8s, Linux, BigData, Team Management, Account Management, Leadership

2017-01 - 2018-07 Technical Support Engineer

RedHat, Pune

- Served as an escalation point for challenging technical inquiries, demonstrating expertise in product knowledge and problem-solving abilities.
- Consistently met or exceeded performance metrics, contributing to overall team success.
- Assisted in the development of new support tools, streamlining issue resolution processes across the organization.
- Built long-lasting relationships with key accounts through consistent delivery of outstanding technical support and service.

Skills: JVM, Java, Linux

2015-03 - 2016-12 Technical Analyst

Oracle, Bangalore

- Developed comprehensive documentation outlining system specifications and procedures, facilitating seamless knowledge transfer among team members.

- Identified opportunities for process optimization by analyzing data trends and patterns, leading to informed decision making.
- Performed root cause analysis for recurring incidents to develop long-term resolutions that prevented future occurrences.
- Championed change management initiatives throughout organization by effectively communicating benefits of proposed improvements.

Skills: WebLogic, JVM, OHS, Linux

2013-01 - 2015-03

System Engineer

Tata Consultancy Services, Bangalore

- Reduced downtime for critical systems through proactive monitoring and maintenance tasks.
- Led the migration of critical applications to cloud-based platforms, providing increased flexibility and scalability for business operations.
- Managed multiple projects simultaneously, meeting tight deadlines while maintaining high-quality deliverables.
- Assisted in the development of disaster recovery plans, ensuring minimal impact on business continuity during unforeseen events.

Skills: JVM, JDK, Cache Implementation, Linux

Education

2012-05

B-Tech: Computer Science

Rajasthan Technical University - Kota, Rajasthan