**VENKATESAN (Ven) KIDAMBI**

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**L2 Technical Support Engineer**

“Excellence, Strategy & Vision”

**Experience Summary:**

Experienced L2 Technical support Engineer working with customers, managing daily case load, managing escalations, creating knowledge content, coaching and training peers and junior level engineers and solving customer issues to their satisfaction. Managing support schedules, working with applications such as salesforce.com support portal, Zendesk, Clarify, Quintus and other support portals. Troubleshooting applications on Unix and Windows operating systems such as Solaris, Red Hat Linux, Ubuntu Linux and other flavors of Unix. Troubleshooting Widows server and client applications. Install and configure applications, troubleshoot applications using CLI or User Interface.



**Relevant Professional Experience**

**ZERO CHAOS FOR NETAPP INC.,** Sunnyvale, CA (July 2019 – Present)

L2 Application Support Engineer/Account Manager

Troubleshoot customer issues on NetApp production Application support for On-prem and virtual cluster for NetApp 9.X Cluster, respond to customer queries, meet with customer in person and via zoom sessions to troubleshoot issues and provide solutions using CLI or User interface. Install, configure and manage NetApp cluster on VM Ware virtualized and physical platform, As part of troubleshooting, collect traces and troubleshoot. Write knowledge articles and learn emerging products.

**GENESIS10 for Google Inc,** Mountain View, CA (`10/2018 – 03/2019 Contract)

L2 Application Support Engineer

Troubleshoot Google Universal App Re-engagement campaign on Google Ad Words Platform. Work with account managers and end clients, respond to customer cases using Google CASES portal, troubleshoot, document findings and respond to queries via email. Analyze campaign performance in the Google Analytics portal and provide recommendations to improve campaign performance. Write queries using gSQL (comparable to PL/SQL) to create dashboards, export data to Google Sheets, create Pivot tables and present in report format.

**VERINT SYSTEMS,** Santa Clara, CA (April 2017 – July 2017)

L2 Product Support Engineer

Tier-2 Application product support for VERINT Workforce Optimization platform on Windows SQL Server, troubleshoot issues, document via Oracle Case Management portal, keep customer and SAMs updated with progress. Participate in escalation discussions with engineering and account management. Collect logs, analyze and troubleshoot issues, write knowledge article, train junior engineers. Generate reports on Microsoft Excel and share on Microsoft Share point site.

**Project Work:** Business Continuity and Disaster Recovery

Defined objectives, identified stakeholders, explored vulnerable business aspects potential for break-down in case of a real emergency. This project involved reviewing existing processes, work cross-functionally with IT and Support management and recommend refinement. This is a side project to my primary role as a Support Manager.

**DELPHIX CORP**., Menlo Park, CA (August 2014 – September 2016)

L2 Technical Lead

* Application Support of Delphix Enterprise product using Unix Solaris, Windows and to a lesser part AIX platform. Use PL/SQL to run queries against Oracle database to retrieve data to compare performance. Extensively used Solaris OS to install, configure and troubleshoot Delphix Application, comfortable using CLI. Comfortable with running Unix commands.
* Manage DevOps initiatives for enterprise support (Metrics using Good Data, Reporting, Knowledge Management, CRM and, Tools for Support).
* Drive critical projects for support by bringing resources together to achieve expected results.
* Drive critical escalations and ongoing customer projects for global enterprise customers.
* Conduct interviews, manage, mentor and grow new support engineers.
* Ensure new engineers are Properly trained and on-boarded. Develop onboarding process, documentation and, protocols.
* Work with cross-functional teams to ensure customer issues are given appropriate attention. Responsible for end-to-end support for Delphix Customers, System Integrators and, Partners.

**Project Work:** Implement Follow-The-Sun Support model for Delphix Support

No formal follow-the-sun support process existed. My task is to define the process that includes priority situation handling, meeting customer SLAs, On call implementation and document. Come up with a methodology on the Zendesk support portal on cloud platform. Project was rolled out successfully and currently being used by global support.



**PROOFPOINT**, Sunnyvale, CA (2013-June 2014)

TIER II SOFTWARE SUPPORT

* Production Application Support for Proofpoint SaaS based enterprise security software and SendMail subscription based support.
* Work collaboratively with Services, Engineering, Operations and, Field Engineering to drive critical service outages and critical escalations.
* Build and lead a high performing team of skilled support professionals dedicated to the overall success of the company, successfully positioning Proofpoint as an industry leader in customer service and satisfaction.
* Introduced Best Practices to ensure consistency across the disciplines of support delivery, documentation, case management, process and, training.
* Continually influenced the improvement of processes and procedures through cross-functional collaboration with key stakeholders in Product Management, Network Operations, Sales, Professional Services, and Field Engineering.
* Successfully met or exceeded all internal SLOs and customer SLA terms; monitored progress against key performance indicators through weekly, monthly, and quarterly reports.
* Ensured the success of new product and service launches through participation in management discussions designed to define, focus, and clarify and implement support process.

**Project Work:** SSL Heart Blead bug

**SSL Heart Blead** bug while didn’t impact Proofpoint Hosted Systems, as a precautionary company has decided to implement key change for the host base. This involved working with the Product Operations team to define strategy and rollout change. My part of the project is to ensure pre-implementation and post-implementation with the customer base is complete. This involved setting up phone tree and having the team and myself call the customer base and obtain post implementation feedback.

**SYMANTEC CORPORATION** (Formerly VERITAS 2004-2013)

L2 Technical Support Lead/Manager

* Employed strict hiring criteria to identify and acquire highly qualified and talented support professionals; served as a trusted advisor and mentor to continually develop skills and proficiencies.
* Drive critical projects for Support, most notably the Global Goal Setting and Performance Improvement project for Enterprise Support.
* Manage team performance using Workday HCM application by incorporating global goals.
* Member of the Change Management Team for Salesforce.com (Saas) Support application for Global Support.
* Member of the Change Management Team for the rollout of Inquira Knowledge Management project for Global Support.

**Project Work**: Set Global Goals for the support organization, document and present to the organization. This project involved setting goals using SMART (Specific, measurable, achievable, relevant and time-bound). Worked with the global managers to calibrate the goals crafted, refine, put measures in place, define success and implement.

**Project Work:** Business Continuity Lead for Support Operations for the Mountain View site, entrusted with the reporting of outages affecting critical systems used by Enterprise Operations. Work with Support Management, IT, support planners and program managers,.

**JAREVA TECHNOLOGIES** (Acquired by VERITAS Software 2002-2004)

TECHNICAL SERVICES AND SUPPORT COACH

* Met the challenge of directing technical support for the OpForce IT Automation Suite, the flagship product of this leader in IT automation.
* Adopted applied methods of problem identification (RCA, problem replication) and, resolution to serve in critical pre-sales and post-sales support role.
* Engaged in a broad array of additional functions, including product licensing and distribution, product documentation, and pre-sales discussion with clients.
* Work jointly with QA and engineering to test the product, file bugs and, product releases.

**Project Work:** Build Reference Cluster to test and replicate customer issues by working with support engineers, executed successfully.

**OTHER POSITIONS HELD**

* LYNUXWORKS INC. (2000-2002)
* TECHNICAL SUPPORT Lead
* Maintained support for Embedded Linux RTOS.
* RAINFINITY INC. (1998-2000)
* TECHNICAL SUPPORT Lead
* Managed Support for ChechPoint-1 Firewall High-Availability Clustering Solution

SUN MICROSYSTEMS INC.

* Technical Support Supervisor
* Managed Support for Application Server product built on JAVA Platform.

ASPECT TELECOMMUNICATIONS

Senior Technical Support Analyst

Experience: Production support of Aspect CallCenter system troubleshooting using Informix Database, run queries (similar to Pl/SQL), pull required data to support customer and respond to their queries on reporting.

Communications Specialist, MCI (formerly Tymnet)

* **Education**

MBA – UNIVERSITY OF PHOENIX, San Jose, CA

BS, Business Administration in Marketing – SUNY BUFFALO



SCRUM FUNDAMENTALS CERTIFIED – JUNE 2014

SCRUM Developer Certified – July 2015

CSP, SSPA, and Cioffi & Associates Certifications

* **Technical Proficiencies**

**Technologies** – Saas, Hosting, Email Security, Storage Management, Clustering Technologies, Network Security, Enterprise Applications, Virtualization using VM WARE GSX/ESX and Oracle Virtual Box.

**Operating Systems** – Solaris, Red Hat LINUX, Ubantu Linux, Windows 2003R2 Server.

**Professional Programming** – Structured and, some Object Oriented Programming using JAVA and HTML

**Databases** - Oracle PL/SQL, Developer 2000;

**Applications** – Workday HCM, Salesforce for Support, Inquira KB Management, Checkpoint-1 Firewall Administration, Satmetrix Reporting, Symmetrics CSAT Portal, GoodData Analytics, Zendesk Support Portal, Bugzilla, JIRA defect management and, Clarify Support Portal.