**Kishore**

**Objective** – Mid - Level assignments in the field of Operations Management/Team Management /Client Relationship Management/incident Management in an Enterprise Support Customer Service Organization

# CAREER PRECISE

**16+ Years of Customer Support Experience.**

* Rich Experience of building High Performing Teams from scratch
* Exceptional Escalation Management Capabilities
* Defining & Executing Highly Efficient Process for overall success
* Responsible for Support Delivery Critical / Premium Account Management
* Proven track record of Hiring & Developing Teams delivering Exceptional Performance
* Ability to handle Customers from all Geographies and Customer Relation Ship Management
* Hands-On Experience in Process Definition, Capacity Planning, Resource Optimization
* Knowledge Centered Support (KCS) V6 certified.
* Experience in cloud support workflow.
* Trained on concepts of ITIL V4.
* Be a hands-on leader of support engineers ensuring smooth shift operations.
* Coordinates resources including TechOps Engineers and CIM/TAMs.
* Assist with managing change operations within the group.
* Establish a harmonious atmosphere that is conducive to positivity and innovation.
* Accountable for ensuring initial target response, customer updates and resolution of ticket SLAs.
* Assist with ticket deflection and handling tickets from time to time.
* Ensure 24x7 availability for critical systems.
* Communicate status and action plans to internal stakeholders, partners, and customers including ‘C’ level executives.
* Provide input to governance meetings and continuous improvement initiatives.
* Help identify and develop talent from within your team.
* Help align resources with their aspirations that meet business needs.

# Employment

* Worked as Product Support Manager at i95Dev.

PROFICIENCY FORTE

* Examining key performance indicators and planning to improve SLA’s and Metric’s
* Providing direction & support to team members & monitor their performance to ensure achievement of all individual and team goals.
* Identifying training needs of team members and arrangi2ng training sessions to enable them to shine in new technologies and ensure a smooth workflow
* Ensuring adherence to various quality parameters across the team
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates the team members

**Client Relationship Management**

* Ensuring highest level of Client Satisfaction by consistently understanding & meeting client requirements
* Proposing new Business Implementation models that are mutually beneficial to the Support organization and Customers
* Sharing highlights and achievements of the team with the client. Highlighting good work on every Opportunity

**Team Management**

* Managing team functions viz. planning, induction, etc.
* Hiring and training
* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual &team targets.
* Formulating training programs to suit the dynamic environment &improve efficiency
* Identifying gaps and Monitoring Overall health of the Teams for the desired performance

# ACADEMICS

* Bachelor of Engineering

WORK EXPERIENCE

**From April 2023 to till Julay 2024**

**As a Product Support Manager at i95Dev managing a team of 14 Engineers**

* Responding to escalated customer support issues reported via phone, emails etc and provide solutions.
* Implementing customer support processes to enhance customer satisfaction
* Overseeing and evaluating the team, ongoing training efforts and their career growth.
* Monitor key performance indicators (KPIs) to assess process effectiveness.
* Submit periodic reports to the management
* Automate the ticket routing on fresh desk
* Collaborate with the development and Delivery team on high priority tickets.
* Project health check on ongoing engagement
* Check for client business, understand pain points and map client success criteria with quality output
* Overseeing the customers that are transitioning the support and client satisfaction
* Responsible for customer renewal.
* Manage hiring and training for Technical Support Engineers.
* Review case quality and coach the team for improved customer experience.
* Workload distribution across the team.
* Decision Making on the patch/hotfix releases to the client
* Coaching the team on problem solving methodologies and KCS

**From March 2021 to March 2023 Team Lead Securonix**

**As a Team Lead, Cloud Operation managing a team of 8 Engineers**

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* Handling escalation of critical customer issues.
* Application health check on ongoing engagement
* Coordinates the resolution of customer's issues from provisioning and implementation to production.
* Understands business impact of the issues, drives the creation of a remediation plan, and manages the execution of this plan, updating it to all the stake holders as situation unfolds.
* Communicates status and action plans to internal stakeholders, partners, customers up to ‘C’ level.
* Provides feedback for postmortem reviews, governance meetings and continuous improvement initiatives.
* Customer advocate for identified accounts.
* Execute the strategy to reduce workload and manage alerts from the production system.
* Drive metrics like Customer Experience, Productivity, Compliance, Resolution SLO, Customer Satisfaction etc. by effective utilization of resources
* Devising Workload sharing plans across centers considering the Volume Forecasts
* Participation in Global Weekly meetings to discuss new initiatives and strategy.
* Communication to customer and internal stake holders on High priority issues, by performing the incident management duties

**From April 2015 to June 2020 Principal Support Engineer Progress Software**

# As a Team Lead Product Support managing APAC Region & 7 Support Engineers

* + Responsible for OpenEdge and Sitefinity support(SaaS)/ Incident Management
  + Incident Management for APAC/EMEA Region.
  + Worked for Premium & Mission Critical Support customers.
  + Debugging issues on AWS
  + Dealing with very technical users, complex issues and root cause analysis.
  + Participating in conf call and screen sharing for P1 issues.
  + Participation in Global Weekly meetings to discuss new initiatives
  + Devising Workload sharing plans across centers considering the Volume Forecasts
  + Proven Escalation Management
  + Drive metrics like Customer Experience, Productivity, Compliance, Resolution SLO, Customer Satisfaction etc. by effective utilization of resources
  + Conducting Quality and KCS Audits on support cases and articles.
  + Hire, Coach and Mentor new joiners.
  + Work with Engineering for bug/defect/patch prioritization
  + Sharing customer product ideas with the development team.
  + Resolves tickets related to SSL and SSO
  + Planning the testing and training for new releases
  + Suggesting continuous improvements for Technical Support Workflow as a council member.
  + Directly investigate and ensure resolution of all escalated issues related to service delivery and customer satisfaction, ensure timely communication to customers and appropriate stakeholders

Technical Account Manager for AsiaPac region and do product and Services on boarding.

* + Drive Customer Satisfaction and NPS.
  + Delivering best practices training to customers.
  + Monitoring Product and Project status with Elite customers.

**Since 10th July 2011 to 11th Dec 2015 Senior Support Engineer Progress**

# As a Senior Support Engineer, handled different Progress Products like Sonic, Apama, Actional, DXSI, OpenEdge

* Independently manage difficult customers and complex escalations
* Working on Severity 1 issues and escalated issues.
* Helping customer to restore the setup from backup, replication.
* Reviewing the system logs.
* Performance tuning & Functional testing.
* RCA of production down issues
* Mentoring team members in creating Knowledge base articles.
* Debugging complex, critical issues encountered on product mentioned above
* Be part of four special and important projects of Progress Customer Support
* Sonic-RPM workshop VM Ware
* Sales force Support GUI design, Salesforce plugin. SCP Certification
* Salesforce Jira integration.
* Authoring Troubleshooting Guide
* Overseeing the transition into new organization
* Leading elements for the SCP Audit ( <http://servicestrategies.com/scp-standards/>)

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**August 2007 to June 2011 Progress Software, Hyderabad**

**Job Description:** Technical Support Engineer

* Providing technical support for AsiaPac and EMEA customers to resolve production and non-production issues reported in Sonic MQ, Sonic ESB and Actional products.
* Log file analysis.
* Debugging complex, critical issues encountered on each product mentioned above.
* Performance tuning & Functional testing.
* RCA of production down issues
* Debugging complex, critical issues encountered on product mentioned above.
* Performance tuning & Functional testing.
* RCA of production down issues.
* Writing Knowledge Base articles
* Work with Senior Engineering to reproduce the problem and get it fixed.
* Worked on most number of cases to get the basic and most knowledge of product

# Technologies

**Operating Systems:** Windows,UNIX,AIX,VMware,AWS

**Languages and Technologies:** Java, Devops, JMS,ABL,4GL,Webspeed, IIS,ESB, Unix scripting, SQL,REST API. Weblogic.

**Database:** OpenEdge, MSSQL

(KishoreThungala)