

ADITHYA ALLU

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Career Objective: Experienced Customer Success Engineer with a proven track record of providing exceptional technical assistance for over 1.5 years. Seeking a position in an organization in the field of Administration and Management, where there is an opportunity to exhibit strengths and enhance skills while striving for the growth and development of organization.

Professional Experience:

1. Organization : Tech Mahindra [Sep 2024-Jan2025]

Role : Technical support Engineer

Location : Hyderabad

Responsibilities:

- Provided technical and network problem resolution to end-users by analyzing use cases and adjusting network configurations.
- Collaborated with field technicians and engineering teams to troubleshoot and resolve network issues, including physical installations.
- Compiled, pulled, and analyzed station and network logs to identify and resolve network problems.
- Managed escalations and owned technical issues, ensuring timely resolution.
- Identified root causes of issues and worked on optimal solutions to close process gaps.
- Answered customer calls and emails daily, providing accurate and timely solutions.
- Resolved customer trade queries via phone and email support.
- Assisted and guided customers with knowledge of services and products, ensuring high quality service.
- Actively followed up on customer requests to ensure issues were resolved to their satisfaction.
- Collaborated with the sales team to enhance customer satisfaction and provided feedback for improvements.
- Managed workflows and service delivery, adhering to SLA requirements.
- Updated departmental tools and developed guidelines to streamline processes.
- Created and maintained process documentation in Confluence, ensuring all team members had up-to-date resources.
- Developed and delivered training materials, ensuring the team was aligned with the latest updates.
- Continuously stayed updated on new technologies, workflow changes, and platform updates to enhance service quality.
- Monitored application and website updates, new features, and customer satisfaction (CSAT) metrics as key performance indicators.
- Maintained detailed records of customer interactions, inquiries, complaints, and actions taken to ensure accurate documentation.
- Followed up to ensure appropriate actions were taken on customer requests, ensuring timely resolution.

2. Organization : Tata Consultancy Services [April 2021-October 2022]

Role : Customer Success Engineer

Location : Hyderabad

Responsibilities:

- Priorities and managed incoming customer queries via tools like Zendesk, Jira and salesforce ensuring prompt responses and high customer satisfaction in a 24/7 rotational shift environment.
- Demonstrated strong product knowledge to independently resolve issues or gather key information for efficient escalations to tier 2 or engineering teams.
- Supported clients across various business applications, with a focus on performance optimisation and platform adaption through education and proactive guidance.
- Identified recurring issues and usage gaps Driving resolution through cross functional collaboration with Sales engineering and products.
- Development, maintain internal documentation and customer facing knowledge, base articles to support scar, self-service and reduce ticket volumes.
- Participated in shift handover and internal customer success meetings, ensuring continuity of support and alignment on action items.
- Utilised analytical skills to monitor platform performance investigate customer impacting events and provide insights for continuous improvement.
- Build and maintained strong customer relationships through consistent follow-ups solution focused communication, advocacy for customer success.
- Applied deep understanding of a tech technologies (HTTP, HTML, JSON, REST APIs) and familiarity with CMS platforms to diagnose technical issues effectively.
- Embrace a solution-oriented mindset, maintaining flexibility in a high-paced technical environment and contributing to the culture of continuous learning.

Educational Qualification:

- MBA(Data science & Analytics from Manipal University Jaipur with 8.5 CGPA [2023-2025]
- BSC(computer science) from Sir C R Reddy college with 9.2 CGPA. [2017-2020]
- Intermediate (MPC) from Sri Chaitanya Junior college with 95%. [2015-2017]
- SSC from Sri Sarvani Public School with 9.2 CGPA. [2014-2015]

Technical skills

- MS tools : MS Office ,Excel
- CRM tool : Salesforce, Zendesk, Servicenow
- Trouble shooting and Remote diagnostics
- Technical Skills: SQL, HTML, CSS, REST API, Javascript.
- Operating System: Linux, Windows
- Database: SQL
- Communication: Slack, Teams

Professional Skills

- Excellent verbal and written communication
- Attention to detail and organisation
- Analytical thinking and problem solving
- Time management and multitasking

Declaration

I hereby declare that the above provided information here is true and correct to the best of my knowledge and belief.

Adithya Allu