RUPAM KUMAR DAS

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JOB OBJECTIVE

Excel in a dynamic work environment by utilizing technical troubleshooting skills and expertise in customer service to contribute to product support or software development.

CORE COMPETENCIES

Software/ Application Development

Project Execution & Management

Integration and Testing

 Web Application Support

Risk Identification & Monitoring

Client/ Stakeholder Management

Performance Tuning/ Defect Management

Requirement Gathering & Analysis

Team Building & Leadership

EDUCATION

Bachelor of Technology in Computer Science & Engineering from Haldia Institute of Technology, India in 2018.

PERSONAL DETAILS

Date of Birth: 27th April 1995
Languages Known: English, Hindi, Bengali
Address: D.B Road, Purulia, West Bengal

PROFILE SUMMARY

- Extensive experience in **Product Support and Software Development**, with a solid background in computer science and engineering.
- Currently excelling as a **Product Support Engineer II at Zenarate**, proficient in addressing intricate technical challenges and crafting front-end web applications using HTML, CSS, and JavaScript.
- Proficient in a wide array of skills, encompassing expertise in **Salesforce, Postman API, Radash, DBeaver, VS Code, MySql, JavaScript, HTML, CSS, ITIL, PHP, C/C++, and Adobe Photoshop.**
- Acknowledged for **website development and upkeep**, addressing client concerns through diverse communication channels, and delivering comprehensive monthly reports for managerial assessment.
- Achieved an **increase in revenue** by implementing a proactive approach to client support in the current role at Zenarate, effectively improving overall performance and client satisfaction.
- Experienced in **Software Development Lifecycle (SDLC) and end-to-end development of applications** right from requirement analysis, documentation (functional specifications, technical design), coding, and testing to the maintenance of proposed applications; expertise in **Agile Methodology**
- Expertise in **setting out delivery standards** for various operational areas, implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the **SLAs** and business services
- Significant experience **working with clients and technical teams for executing projects** with a focus on project coordination, documentation, business reviews, and presentation
- Rich exposure in **functional analysis, mapping of requirements** to design, database design, and preparation of functional specifications.

WORK EXPERIENCE

Zenarate, India (Remote) - Product Support Engineer II (March 2023- Febuary 2024)
Responsibilities:

- Leading the resolution of technical challenges in AI simulation applications, employing AWS database tools and API calls to address and rectify client issues effectively.
- Administering client communication, engaging with directors and CEOs to recognize and tackle application-related obstacles, guaranteeing smooth functionality and user experience.
- Implementing a proactive strategy for client support, leading to an enhancement in issue resolution efficiency.
- Optimizing the verification process, decreasing errors by 60%, and boosting the overall team productivity.
- Implementing a new client support approach, resulting in a 30% increase in issue resolution efficiency, demonstrating the ability to drive positive change and improve operational effectiveness.
- Leading a team of 9 professionals, overseeing the verification process, and ensuring compliance with stringent validation criteria for business clients, showcasing strong leadership and management skills.
- Developing front-end web applications using HTML, CSS, and JavaScript. Created required images using Adobe Photoshop.
- Providing multiple ideas to create a basic pathway that helps the proceed with the workflow.
- Creating training videos and documents which helped the freshers to catch up fast.

PREVIOUS EXPERIENCE

Birdeye, India (Remote) - Technical Support Engineer II
(Jan 2023- March 2023) - 3 Months

- The key responsibility was to resolve any fix which is required on the client account. Via email, call, and also sometimes over Zoom meetings.
- Check every aspect from where the issue can arise starting from Database, to check logs, to application setup.
- Documenting everything by creating salesforce tickets, creating JIRA tickets, to creating DevOps requests.
- Making changes by running API calls, running SQL queries, and updating the proper setup for the account.
- Presenting the monthly report to the manager with a deep analysis of issues encountered in a month and sharing words about what can be done to improve.

Globallogic Technologies. Ltd., India (Remote) - Product Support Engineer
(March 2021- Dec 2022) - 1 Year 9 Months.

- Attended multiple client queries and issues, and escalated them by raising JIRA and Aspectra tickets, also did application monitoring, error identifying, log search, troubleshooting, data analysis, and daily report submission.
- Maintained zero client request failure, Improved issue-resolving speed of the team
- Awarded with best client support service for improving the resolved case by 53%.

Genpact, India (Hyderabad and Gurgaon) - Process Associate
(Jan 2019- March 2021) - 2 Years 2 Month.

- Worked as a Quality Analyst.
- Maintained the quality standards of team performance.
- Audited calls to ensure that agents met quality and provided actionable feedback to improve the quality and customer experience.
- Lead regular stand-up meetings and continuous improvement projects with measurable goals.
- Generated daily reports to immediate supervisor and provided prompt and accurate individual performance to seniors.
- Tracking down the incident using the Cases 2.0 tool.

Omics International, India (Hyderabad) - Customer Service Executive
(June 2018- Dec 2018) - 7 Months.

- Provided end-to-end customer service, and handled outbound processes to resolve large category product issues.
- Resolved customer queries, and complaints and escalated issues to relevant departments.
- Adhered to establish procedures and guidelines while providing quality customer service with organizational standards.
- Consistently performed in all areas (quality, volume, and customer satisfaction).