

Abhishek Kumar



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Summary

Overall 7 years of IT Experience in Application Support, Integration with Team Leading and Problem Solving Qualities

- * Experience in SQL SERVER 2012, 2016, 2020, MySQL
- * Advanced MS Office
- * Experience in Windows 2008 & 2012 ,2016 Active Directory Administration.
- * Experience in hosting sites on GoDaddy.
- * Experience in Unix, HTML5, CSS, Javascript, XML
- * Experience in Playstore mobile app build and publish.
- * Experience in Tableau, Python for Data Visualization, Salesforce, Jira.
- * Experience on managing Learning Management System
- * Experience with ERP, CRM, WMS
- * Knowledge on Social Marketing

Experience



CS Engineer

Aptean

Oct 2018 - Present (2 years 4 months +)

- * Providing support to Ross ERP
- * Salesforce CRM
- * Providing Support to Catalyst WMS (Warehouse Management System)
- * Provide expert solutions to complex customers in a timely manner.
- * Reproduce customer issues in house
- * Ability to work efficiently and independently and do whatever it takes to get the job done.
- * Track record in providing outstanding customer service
- * Review project background information, design specification and implementation documents related to installation and deployment of Aptean products for its customers
- * Publish articles in our in-house knowledgebase.
- * Achieve and maintain target KPA's
- * Maintaining the SLA
- * Continuous knowledge transfer with Technical Analysts to increase their technical expertise and to improve incident repair time.
- * Generate reports to analyze the performance and run initiatives to take the service to next level.



Support Engineer

Inncrew Technologies

Feb 2016 - Sep 2018 (2 years 8 months)

- * Zoho CRM
- * Team Leading
- * Research and identify solutions to software issues.

- * Reproduce customer issues in house
- * Diagnose and troubleshoot technical issues, including account setup and network configuration.
- * Ask customers targeted questions to quickly understand the root of the problem
- * Talk clients through a series of actions, either via phone, email, or chat, until they've solved a technical issue.
- * Ensure all issues are properly logged.
- * Familiarity with remote desktop applications.
- * Ability to provide step-by-step technical help, both written and verbal
- * Experience in working with customer service ticket management tools- Jira



System Engineer

REYDEN

Oct 2013 - Jan 2016 (2 years 4 months)

Sql server changes, queries, Linux Looking after the VAS (Value Added Services) nodes

Troubleshooting and live handling of all problems related to SMS + VAS node like SMSC, SMSR, SMSC

Education



PES University

Master of Technology - MTech, Data Science

- * Data Visualization, Machine Learning, Deep Learning, Big Data
- * Hands-on learning on Python, SQL, Tableau, and other Data Science tools & techniques
- * Power BI



Visvesvaraya Technological University

Bachelor's degree, Electrical and Electronics Engineering

2009 - 2013

Licenses & Certifications



Amazon Web Services Solutions Architect Associate

Skills

Python (Programming Language) • Application Support • SQL • MySQL • Unix • Amazon Web Services (AWS) • Microsoft Excel • Communication • Production Support • Customer Success