

Vinitha A

Technical Support Engineer

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EXPERIENCE

Liveperson , Chennai— *Senior Technical Support Engineer*

APR 2024 - May 2025

Escalation Management & Technical Leadership

Serve as the **senior technical focal point** for escalated customer issues passed on from **2nd-level support**, providing expert-level analysis and resolution.

Case Ownership & SLA Compliance

Take full ownership of assigned support cases, ensuring timely and effective resolution **within agreed SLAs**, while maintaining clear communication with stakeholders.

Cross-Functional Collaboration

Act as a **liaison between customers and internal teams**, including Product Management, R&D, and Business Units, to drive issue resolution and communicate customer impact and urgency.

Subject Matter Expertise (SME)

Function as a **product expert** for LivePerson solutions, supporting internal teams and customers with deep technical knowledge, and collaborating with developers to improve troubleshooting tools, documentation, and support strategies.

Process Improvement & Root Cause Analysis

Investigate **recurring or complex issues**, identify root causes, and define **process improvements** and **tooling requirements** to enhance support efficiency and prevent future incidents.

Zoho Corp, Chennai — *Senior Support Engineer*

Nov 2020 - MAR 2024

Understand and Translate Requirements

Engage with enterprise customers to gather and analyze their business-specific requirements, and translate them into clear, actionable **technical use cases** aligned with Zoho Inventory's capabilities.

Custom Solution Implementation

Design, configure, and implement **customized solutions** within Zoho Inventory to address the unique operational needs of each customer, ensuring scalability and usability.

Integration Management

Implement and manage integrations with third-party applications (e.g., CRM, e-commerce platforms), ensuring seamless data flow and compatibility with the customer's existing systems.

SKILLS

Swift, Kotlin, Deluge, iOS, Android, Python, HTML, CSS, JavaScript, REST API

Tools

Git, Salesforce, Zoho Desk, Service Now, Jira, Elastic, PostMan

LANGUAGES

English

Zoho Corp , Chennai— Product Support & Onboarding Specialist

May 2017 - Oct 2020

Key Responsibilities:

- **Customer Support:**
Deliver comprehensive support via **chat, email, and phone** for **Zoho Books** and **Zoho Inventory**, ensuring timely resolution of technical and functional issues.
- **Customer Onboarding:**
Guide new customers through onboarding for **Zoho Inventory**, including setup, configuration, and best practices tailored to business needs.
- **Technical Documentation:**
Create and maintain **clear, user-friendly documentation** for Zoho Inventory, including help guides, FAQs, and feature-specific manuals to enhance customer self-service.
- **Cross-Functional Collaboration:**
Act as a liaison between users and the engineering team by gathering **feature requests**, reporting bugs, and advocating for user-centric improvements.

EDUCATION

RMD Engineering College, Chennai — BE CSE

AUG 2013 - APR 2017

Completed Bachelor's of Engineering with Specialisation in Computer Science.