

IVAN NATHAN

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PERSONAL SUMMARY

Accomplished and dedicated business professional with a decade experience in Accounting, Technical support, and Implementation roles across various industries. Proven expertise as a Senior Product Support and Implementation Specialist, backed by formal education with a Bachelor of Commerce degree and a Business Marketing Diploma. Skilled in collaborative communication with team members at all levels, ensuring seamless operations and project success. Known for demonstrating leadership, professionalism, and integrity while consistently delivering results.

CORE SKILLS

- MS Office, Excel, POS, Salesforce
- SQL, SAP, python basic, Knowledge of API
- Customer Service, Analytical and Problem solving skills
- Vendor Management, Project Management, Trello, Jira
- Attention to Detail, Genesys Cloud, Service Now
- Knowledge of Splunk and Tcp dump, Wireshark

WORK EXPERIENCE

Kyndryl | Toronto | Sept 2023 – Present

IT Support Analyst

- Delivered technical support to over 2,000 users at large enterprise like The Cooperators through phone, and email channels.
- Resolved hardware/software issues and escalated complex cases to second-level support.
- Successfully managed multiple tasks concurrently installing, configuring, and troubleshooting hardware, network printers, telephony, mobile devices, and software.
- Supported platforms like Windows, iOS, Android, Microsoft 365, Salesforce, and Genesys Cloud.
- Conducted patch updates, malware remediation, and hardware repairs for Macs and PCs.
- Applied expertise in application servers to troubleshoot performance issues and implement efficient solutions as an Information Support Analyst

Acumatica | Toronto | Aug 2022 – Aug 2023

Sr Support Engineer

- Analyzed and resolved application issues via phone, chat, and web meetings.
- Managed client technical service requests with 95% SLA compliance, ensuring timely resolutions and escalating complex issues as needed.
- Utilized Acumatica CRM to accurately document and reproduce client inquiries, improving issue resolution efficiency by 20%.
- Delivered second-level support to partners and customers, achieving a 98% satisfaction score through prompt and effective responses.
- Leveraged proficiency in troubleshoot to identify and resolve complex product-related issues, increasing customer satisfaction rate by
- As Senior Product Support Analyst, utilized effective strategies to prioritize tasks, ensuring timely completion of all assignments.

Touchbistro| Toronto | Jul 2019 – Jul 2022

Sr Product Support and Implementation Specialist,

- Managed implementation, configuration, and training for 20+ customers monthly, ensuring successful go-live.
- Improved internal processes with email templates, spreadsheets, and kickoff call scripts, boosting onboarding speed and maintaining 95%+ CSAT.
- Acted as the primary contact for customer inquiries, troubleshooting issues across various devices and channels. Also coordinated with teams like sales, product and development teams.
- Collaborated with sales and support teams to resolve technical issues and enhance customer satisfaction.
- Led training sessions for multi-chain restaurant managers, highlighting key features and offering tailored solutions.
- Demonstrated proficiency in Product Management by analyzing, defining, and documenting requirements for data, workflow, logical processes and system interfaces.
- Used strong expertise in software configuration to troubleshoot and resolve complex product issues, enhancing client satisfaction
- Utilized JIRA for efficient project management, issue tracking, and workflow coordination in the Product Support team

Think Protection | Toronto| Aug 2018 – Jun 2019

Technical Support and Implementation Specialist

- Installed and tested alarm systems, instructing customers on usage.
- Managed support tickets, emails, and calls using Salesforce.
- Resolved software/hardware issues, including internet connectivity and app problems.
- Assisted end users with login credentials, authentication issues, and cloud account setup.
- Managed multiple client accounts, ensuring smooth transitions post-onboarding and efficient issue escalation.
- Used technical expertise to troubleshoot complex product issues, improving customer satisfaction ratings.

And Agency| Toronto | Jan 2017 – Aug 2018

Customer Experience Representative,

- Conducted market research surveys for top Canadian banks, ensuring adherence to guidelines.
- Authenticated and validated customers for accurate data collection and handled grievances.
- Organized workplace social events as a member of the social committee.

Serco Ltd| India | Aug 2013- Aug 2015

Sr Accounts Payable Specialist

- Processed invoices and matched invoices to open Purchase Orders as per deadlines.
- Processed and accounted for multiple invoices to meet SLA.
- Reviewed invoices that were rejected by the approver and investigated to find the right fix.
- Responded to all vendor escalations / notices to ensure timely payments.

Infosys| India | May 2012- Jun 2013

Accounts Payable Associate

- Processed and matched invoices to purchase orders, ensuring timely and accurate accounting.
- Ensured timely completion of month-end activities and closing periodic transactions.
- Prepared training materials and coached new hires as a Subject Matter Expert (SME).
- Processed and analyzed invoices, including vendor reconciliations and credit notes.
- Handled vendor and client queries, reviewed duplicate invoices, and managed errors in SAP.

EDUCATION

Coursera, Online, | (Jul 2023-Dec 2023)

- Google Cyber Security

PGDM Business Marketing, Toronto, | (Jul 2023-Dec 2023)

- George Brown College

University of Madras, India, | (Apr 2009- Apr 2012)

- Bachelor's of Commerce