

# 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

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- 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

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### **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