



Rahul Shivkumar Namdeo

Senior Application Support
Engineer

PROFILE SUMMARY

Skilled technical analyst with 7 years of experience providing exceptional technical assistance to customers and clients. Possess expertise in diagnosing and resolving technical issues related to Cloud Services, Backup and recovery server administration with a strong understanding of Cloud platform, Application/Product support etc.

EDUCATION

2021 Bachelor of Science (B.Sc)
Lovely Professional University ,
Punjab

WORK EXPERIENCE

Jun 2024 -
Present

Senior Application Support Engineer

GEP

Provide global technical support for eProcurement tools via phone, email, and WebEx to ensure smooth and efficient client operations. Proactively communicate issue status and updates to clients and management, ensuring adherence to Service Level Objectives (SLOs). Take ownership of client issues and ensure timely resolution, with a focus on achieving first-fix resolutions during inbound support calls. Maintain thorough and accurate documentation of support cases using ticketing systems, adhering to ITIL best practices. Coordinate with cross-functional teams to resolve bugs and other technical issues, ensuring dynamic fixture and effective communication. Deliver product training to customers and internal teams to enhance product knowledge and foster strong professional relationships. Perform User Acceptance Testing (UAT) and ensure complete documentation, particularly during weekend shifts as required. Collect and analyze customer feedback to improve service quality and ensure alignment with company standards. Contribute to special projects and process improvements, focusing on continuous enhancement of internal workflows and support efficiency. Recognized for excellent customer service and effective issue resolution through consistent positive client feedback.

Oct 2021 - Sep
2023

Senior Technical Analyst

Microland Ltd.

> Provide technical support to clients for cloud-based services to ensuring high availability and reliability and troubleshooting issue related to Windows Hyper-V, VMware ESXi, Linux. > Cloud-based services such as Managed Server backup, Endpoint protection, Database and Storage services, Cyber Infrastructure services, MSP patch management, Backup/Recovery services, Continuous data protection, Hosting services. > Diagnose and resolve technical issues related to

PERSONAL INFORMATION

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📅 Total work experience
8 Years 0 Month

KEY SKILLS

Backup and Recovery

Troubleshooting

Incident Management

Problem Solving

Client Service Management

Product Support

Cloud Services

DNS

Application Support

Acronis

Disaster Recovery

Technical Support

P2P

Software as A Service SaaS

OTHER PERSONAL DETAILS

City Mumbai

Country INDIA

LANGUAGES

- English
- Hindi
- Marathi

Feb 2018 - Oct 2021

cloud platform Acronis along with, maintaining and updating of documentation for cloud configurations, procedures, and troubleshooting guidelines. Ticketing tools: Salesforce, JIRA . > Received 'Most number of CSAT' and 'Pat on the back' for three months.

Technical Specialist

Sterling Pvt. Ltd.

Provide technical expertise and support to clients with regards to business related application and tools. Collaborate with cross-functional teams to identify technical requirements of clients and develop comprehensive solutions. Troubleshoot and resolve complex technical issues, ensuring minimal downtime and optimal performance of application and tools. Promoted internally as Process trainer in month of Jan, 2020 and completed successfully 12 batches of newly joined employee till the end of tenure.