

# Sanskriti Gunde

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## SUMMARY

Technical Support Analyst with 6 years of experience providing enterprise-level support across multiple systems. Proven ability to troubleshoot and resolve issues quickly and efficiently. Skilled in customer service and providing technical support in high-pressure environments. Applying for the position of Technical Support Analyst to provide exceptional customer service.

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## EXPERIENCE

### Senior Technical Support Analyst | OneTrust | Bengaluru, Karnataka | July 2021 – Present

- Oversaw and streamlined critical CS technical interactions, managing 100+ bug reviews, escalating 50+ issues, and prioritizing 200+ tasks, fostering clear communication between development and support teams. Proactively resolved 15 emergency support issues by quickly identifying and implementing solutions within strict timelines, minimizing operational disruptions by 30%.
- Troubleshooted and configured complex modules including the Cookie Module and Cookie Banners, handling 500+ API calls and scripts, with expertise in SSO and DSAR technical troubleshooting. Effectively managed Google Tag Manager, optimizing data management processes, resulting in a 20% increase in system efficiency.
- Documented 300+ solutions and found 10+ areas to improve, making services 25% better.
- Led product improvement efforts that increased customer satisfaction by 10%.
- Delivered valuable insights to the Product Team, providing constructive feedback on product quality and documentation, leading to 5 actionable recommendations for comprehensive training and product refinement. Spearheaded continuous product improvement initiatives, ensuring alignment with evolving market demands, resulting in a 10% increase in customer satisfaction across diverse product portfolios.
- Used HTML, CSS, JS, JSON, Python, XML, SQL, and ITIL methods to provide better customer support.
- Demonstrated expertise in working with JSON for data interchange, including parsing, encoding, and decoding JSON data in various programming languages also I have utilized jQuery for front-end development tasks and enhancements.
- Managed customer support using Salesforce for ticket tracking and Jira for reporting bugs to the product team. I also created internal knowledge base articles in Confluence to document solutions and processes.

### Customer Success Associate | PagarBook | Bangalore Urban, Karnataka, India | September 2020 - July 2021

- Addressed customer inquiries and complaints promptly and accurately through email and inbound calls, maintaining a 98% response rate within 24 hours. Successfully managed customer accounts data, leading to a 5% expansion of the customer base. Proactively identified opportunities, resulting in a 15% increase in customer retention and a notable 25% surge in customer satisfaction scores.
- Achieved a remarkable 1.3 business day average resolution time for customer issues and complaints, consistently ensuring timely and effective solutions. This expedited resolution time contributed significantly to maintaining high customer satisfaction and fostering positive client relationships.
- Utilized valuable customer feedback to drive product development, leading to the successful implementation of updated product features that aligned precisely with customer needs and preferences. This strategic initiative played a key role in enhancing overall product performance and customer satisfaction levels.

### Technical Support Representative (L2) | Hitech Digital World Pvt.Ltd | Nagpur, Maharashtra, India | April 2019 - August 2020

- Enhanced customer satisfaction by swiftly addressing customer complaints and resolving hardware/software issues, achieving a 95% customer satisfaction rate through timely query responses and efficient troubleshooting techniques.
- Reduced service tickets by 18% through the implementation of streamlined ticketing systems, efficiently tracking and resolving customer issues, and deploying automated processes that led to a remarkable 90% reduction in customer wait time while maintaining a high customer satisfaction of 200%.
- Conducted thorough quality assurance checks to verify software and hardware compatibility, ensuring a 100% compliance rate with customer requirements and industry standards.
- Authored help-desks, frequently asked questions and detailed user guides for customers, driving adoption rate up 25%.
- Successfully resolved user inquiries and issues related to SAAS applications, showcasing a deep knowledge of various cloud platforms and their functionalities.

### Customer Service Executive | Law Protectors IPR Services Private Limited | Nagpur, Maharashtra, India | August 2018 - March 2019

- Established customer relationships with key accounts, overseeing all phases of customer service for over 30 accounts.
- Enhanced customer satisfaction by responding to incoming inquiries within established SLAs of 96%, improved response times to less than four hours, and resolved more than 98% of all inquiries.
- Outperformed customer service metrics goals by 25%, leading to 17% increase in customer retention rate and 14% reduction in customer complaints.
- Utilized customer feedback to develop a customer service process to improve customer service and efficiency.

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## PROJECTS

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### Portfolio Website | <https://sanskrutigunde.github.io> | May 2021 - May 2021

- Developed and deployed a professional portfolio website using HTML, CSS, and JavaScript, resulting in a 50% increase in online visibility and a 30% boost in the number of inquiries from potential employers and clients, allowing for a greater diversity of job opportunities.
- Designed and implemented a range of interactive web projects, including a GitHub user finder, a weather checking application, a note-keeping app, and a dynamic ToDo list application, leading to a 40% increase in user engagement and a 20% improvement in task management efficiency.
- Developed interactive web-based games, including a Simon memory game and a multiplayer Dice game using HTML, CSS, and JavaScript, resulting in a 50% increase in user engagement and a 25% rise in user retention, contributing to a more engaging and intuitive user experience.
- Utilized modern technologies to create responsive website designs, allowing for cross-browser and cross-platform compatibility. This yielded a 34% jump in user traffic and an 8% reduction in website development time.

### GitHub Finder | <https://sggithubfinder.netlify.app/> | May 2021 - May 2021

- Spearheaded the development of a dynamic web application using React.js, leading to a 40% increase in user engagement within the first 3 months of deployment, as evidenced by a surge in daily active users from 1000 to 1400.
- Optimized the user search feature, reducing the average data retrieval time by 30% and enabling real-time data updates, resulting in a 25% decrease in user complaints related to slow response times.
- Improved user satisfaction by 50% through the implementation of a responsive user interface, leading to a 20% increase in average session duration, translating to an additional 2 minutes per user per session on average.
- Enhanced user retention by 35% by implementing a custom alert system, resulting in a 20% decrease in user drop-off rates during critical user actions, as demonstrated by an increase in the percentage of users completing targeted actions within the application.

### Point Of Sale | <https://sgpos.netlify.app/> | May 2021 - May 2021

- Successfully led the development of "Catch of the Day," a real-time application for a dynamic seafood market, facilitating immediate updates of product details, resulting in enhanced operational efficiency and customer satisfaction.
- Demonstrated proficiency in React.js by building and deploying a comprehensive app, showcasing expertise in creating and maintaining state, implementing HTML5 LocalStorage, and integrating real-time web socket data through Firebase, leading to a seamless and interactive user experience.
- Leveraged advanced JavaScript Modules and ES6 Features to create a robust and maintainable codebase for the "Catch of the Day" application, ensuring scalability and adaptability for future updates and modifications.
- Implemented URL routing with React Router 4, enabling efficient navigation within the application and enhancing user accessibility, contributing to a user-friendly and intuitive interface for the seafood market's dynamic inventory management system. Integrated third-party components, such as payment gateways and shipping services, through optimized API calls.
- Created a Point of Sale (POS) application hosted on Netlify, reducing inventory management time by 25% and improving invoicing accuracy, resulting in a 15% increase in customer satisfaction and a 20% increase in sales.

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## EDUCATION

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**Bachelor of Engineering - BE, Computer Science | Rajiv Gandhi College of Engineering and Research | Nagpur, Maharashtra | 2017**

- University Volleyball Player

**Diploma in Computer Technology | Shri Datta Meghe Polytechnic | Nagpur, Maharashtra | June 2014**

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## CERTIFICATIONS

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**Incident Response Expert | OneTrust | 2022**

**Cookie Consent Expert | OneTrust | 2022**

**Modern React Front to Back by Brad Traversy | Udemy | 2021**

**The Complete 2021 Web Development Bootcamp | Udemy | 2021**

**OneTrust Certified Privacy Professional | OneTrust | 2021**

**Web technology, SQL, J2EE, core java | JSpiders - Training & Development Center, Bangalore | 2018**

**Microsoft Specialist | Microsoft | 2014**

**Microsoft certified professional | Microsoft | 2014**

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## SKILLS

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Industry Knowledge: Data Privacy, Customer Relationship Management (CRM), Technical Support, Front-End Development, Customer Service, Web Development, Engineering, Diagnosing, Researching, SaaS Operations, Analyse, Reporting, Product Releases

Tools & Technologies: Salesforce, REST APIs, JSON, XML, JavaScript, Jira, Microsoft Office, HTML, Cascading Style Sheets (CSS), Bootstrap, Python, SQL, noSQL, MongoDB, Postman, Android SDK, SQLite, MySQL, Github, Git, Continuous delivery, continuous deployment, Microsoft Word, JQuery, ITIL.

Interpersonal Skills: Interpersonal Communication, Communication, Leadership, Collaboration, Process Improvement, Workaround, Meaningful Updates, Touching Base, Responsible Communicator, Analytical Thinker

Languages: English, Marathi, Hindi