HARITHA VIJAYAKUMAR

CUSTOMER SUCCESS SPECIALIST

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PROFILE SUMMARY

Customer-focused professional with over 4 years of experience in technical support and client-facing roles, adept at ensuring customer success through efficient onboarding, issue resolution, and relationship management. Strong analytical and communication skills, paired with a data-driven mindset and a passion for customer advocacy. Adept at working cross-functionally with sales, support, and product teams to improve client satisfaction and retention.

EDUCATION

2024

WBS CODING SCHOOL

Data Science Bootcamp

- Proficient in Python, SQL, and Tableau.
- Skilled in data visualization using Matplotlib and Seaborn.
- Experienced in A/B testing and data pipeline implementation using GCP.
- Knowledge of machine learning and generative AI.

2012-2015

SRM ARTS & SCIENCE COLLEGE

Bachelors in Science (Computer Science)

SKILLS

- Relationship Management
- Technical Support (B2B/B2C)
- Ticketing Systems (ManageEngine)
- SLA & Incident Management
- Data Analysis (SQL, Tableau, Python)
- CRM Tools (Zoho CRM, Salesforce – familiar)
- Communication & Collaboration
- ITIL/ITSM Best Practices

EXPERTISE

- **Programming**: Python, SQL
- **Machine Learning**: Sklearn, TensorFlow
- **Data Visualization**: Matplotlib, Seaborn, Tableau
- **Data Engineering**: API integration, Web Scraping, GCP
- **Generative AI**: LangChain, Retrieval-Augmented Generation (RAG)

LANGUAGES

- English: Fluent
- German: Conversational

WORK EXPERIENCE

Zoho Corp 2018 - 2020

Technical Support Enginner

- Here's a customized version of your achievements, incorporating Active Directory, SLA management, and incident resolution:
- Resolved 90% of customer issues in ManageEngine ServiceDesk Plus (on-premises) by implementing ITIL/ITSM best practices, with a strong focus on SLA compliance and timely incident management.
- Improved product stability by 25% through advanced SQL-based troubleshooting, Active Directory management, and cross-team collaboration to address complex technical challenges.
- Automated routine support tasks using Python, reducing ticket resolution times by 15% and increasing overall efficiency.
- Developed a comprehensive knowledge base, boosting first-call resolution rates by 30% and enhancing customer satisfaction through quick access to solutions and best practices.

CSS Corp 2016 - 2018

Application Engineer

- Delivered technical support for Belkin and Linksys network products, assisting clients with configuration, troubleshooting, and performance optimization.
- Utilized networking expertise to resolve complex issues with routers, switches, and wireless access points.
- Collaborated with internal teams for seamless product integration, enhancing customer satisfaction.
- Conducted technical trainings and managed escalations to improve product knowledge and issue resolution.

PROJECTS

Magist (Market Feasibility Analysis)

- Used SQL, Python, and Tableau to analyze competitor data and customer demographics.
- Presented strategic insights on potential partnerships and business expansion.

GANS E-Scooter Service

- Built automated data pipelines using web scraping, APIs, and GCP to support operations.
- Delivered insights for business decisions using MySQL and cloud-based dashboards.