Utsav Singh

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Summary

Technical Product Support Engineer with a proven track record of exceeding customer expectations and elevating satisfaction levels. Skilled in resolving complex technical issues, streamlining troubleshooting methodologies, and fostering collaboration across teams to enhance product stability.

Experience

Yellow.ai   **Jun. 2023 - Present**
Product Support Engineer   *Bengaluru, India*

- Analyzed and resolved an average of **110+** client issues per month, including 40% critical issues and 60% medium issues, all within the SLA.
- Enhanced functionality of conversational AI chatbots for multiple enterprise accounts by **implementing new features**, optimizing flows, and integrating APIs for multiple channels, resulting in a 30% increase in user engagement and a 20% decrease in response time.
- Utilized **OpenSearch logs** on bot Node.js platform to troubleshoot, identify, and analyze root causes of technical issues in production deployment; implemented effective fixes, resulting in a **40%** decrease in customer escalations.
- Directed localization efforts for chatbots to support multiple languages, leading to a more inclusive user experience and increasing customer satisfaction by 25%.
- Effectively communicated with clients to gather new requirements and documented them for the R&D team, resulting in an average of **30%** increase in customer experience (CX).
- Managed bot deployments on production servers, ensuring a smooth deployment process and minimizing downtime.
- Collaborated with the product development team to identify and **resolve recurring software bugs**, leading to a 25% decrease in customer-reported issues and improved product stability.

Wipro   **Apr. 2022 - Jun. 2022**
Full Stack Developer Trainee   *Bengaluru, India*

- Developed a full stack application with HTML, CSS, JavaScript and Express.js to process records within 3 weeks, increasing user satisfaction by 30%.
- Utilized Git as the primary version control system for tracking and managing code changes throughout the development lifecycle.
- Optimized website performance through code refactoring and restructuring resulting in a 20% reduction in page loading time and an increase of 25% customer engagement rate.

Education

Technocrats Institute of Technology   **Aug. 2018 – Jul. 2022**
Bachelor of Technology in Computer Science and Engineering; CGPA: 8.27/10.0   *Bhopal, India*

Technical Skills

Languages: JavaScript, Python, SQL
Technology: MySQL, Node.js, RESTful APIs, OpenSearch logs
Developer Tools: VS Code, GitHub, Postman, Salesforce, Jira
Interpersonal Skills: Leadership, Agile management, Emotional Intelligence, Effective communication

Extracurricular

HelpAge India
Campaign Manager   *Gwalior, India*

- Spearheaded fund-raising campaign for elder care facilities; received foundation award for distinguished performance among peers

Relevant Coursework

- Data Structures
- Algorithms
- Database Management
- Object Oriented
- Programming
- Operating Systems
- Computer Networks
- Software Testing