

Naveen Gupta

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Profile

Results-driven IT professional with over a decade of experience in Helpdesk, IT, product, and SaaS support. Commended on the ability to provide high quality customer service, product insights, and technical acumen. Team player who values collaborative efforts to deliver the right value and user experience to the end customer. My previous experiences have prepared me for various roles, including:

- consulting
- data analysis
- product and program management
- technical advisory
- technical enablement
- technical support & support operations
- technical writing

Education

Boston University

Boston, MA

May 2014

Bachelor of Science: Computer Engineering

Certifications

Introduction to Structured Query Language (SQL)

Coursera

October 2023

Skill Sets

- APIs
- Akamai
- CRMs
- Content Delivery Networks (CDN)
- Customer Service
- JavaScript
- JSON
- KCS
- Knowledge Management
- Linux
- Markdown
- Networking
- Product Management
- Shell Scripting
- SQL
- Synthetic Testing
- Real User Monitoring
- Troubleshooting

Professional Experience

Datadog

Technical Support Engineer 2

New York, NY

Nov 2023 – present

- Partner with devops teams using Datadog's platform for their cloud and infrastructure monitoring
- Drive 12-15 issues to resolution per week
- Product specialist for synthetic user testing and real user monitoring products
- Troubleshoot and diagnose customer issues using Datadog logs/agent configuration files
- Review YAML files and provide guidance on optimized use and best practices for Datadog's product lines
- Review JavaScript code which collects user interactions on websites
- Reproduce and troubleshoot technical issues in multiple environments
- Assess feature requests/bugs and partner with product and engineering teams to offer solutions
- Write scripts to test API calls and advise customers on how to leverage the Datadog API in their stack
- Develop trainings and content for new hires and cross team training

Akamai Technologies

Associate Product Manager

Cambridge, MA | New York, NY

Nov 2021 – May 2023

- Responsible for Akamai's Services and Support products: Premium 3.0, Enhanced SLA, Standard Support, Event Support, Broadcast Operations and Command Center (BOCC)
- Wrote and drove OKRs to completion
- Worked on improvements for 12 automated alerts for errors, unauthorized/unauthenticated users, and traffic volume on customer websites
- Conducted meetings with a team of 16 members from various field teams on product improvements
- Developed the roadmap for our Premium 3.0 product with a team of 4: product managers and architects
- Ran market analysis to identify improvements to product offerings
- Oversaw migration of customers from Premium 2.0 to Premium 3.0 products

Senior Technical Support Engineer

Jan 2016 – Oct 2021

- Worked with 15 Premium Akamai customers to debug and diagnose issues with their websites
- Promoted from Technical Support Engineer (TSE) to TSE II and ultimately Senior TSE
- Managed multiple customer escalations for premium eCommerce and public sector customers which had high executive visibility within both Akamai and the customers' organizations
- Partnered with relevant stakeholders at Akamai to drive technical issues to resolution: engagement managers, project managers, solutions architects, support advocates, engineers, analysts, C-level executives, sales teams
- Served as an escalation point for standard customers who were at risk of churn and requested an aligned resource
- Wrote and maintained quality knowledge base articles for internal and external processes
- Investigated preventative measures and solutions to assist customers with common pain points
- Served as a mentor for multiple team members when they started at Akamai

IBM Cloudant

Client Support Engineer, US East Lead

Boston, MA

Jul 2014 - Jan 2016

- Provided support for customers of Cloudant's Database Platform and resolved 15-20 tickets/week
- Worked with CRM administrators to funnel in tickets to Slack chat spaces and view PagerDuty integrations
- Improved internal documentation on GitHub for processes and onboarded/mentored new team members
- Worked directly with operations engineers, technical account managers, and senior developers of the core software to troubleshoot and identify solutions for customers of the platform

Boston University College of Engineering

Student IT Consultant

Boston, MA

Sep 2012 - Jul 2014

- Assisted new student hires with fielding tickets from engineering faculty, staff, and students
- Wrote processes to assist peers with their day-to-day tasks
- Assisted senior and tenured faculty, staff, and graduate students on hardware and software requirements to carry out their research projects

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Awards & Honors

Akamai Jan 2016 - May 2023

AkaLedes & Spot Awards

- Presented to employees who go above and beyond their day-to-day tasks; recognized by management and peers

Akamai April 2018

Most Impactful Team

- Presented to a team of support engineers staffed during the holiday shopping season to ensure website readiness for eCommerce websites

Akamai April 2018

Customer First

- Presented to a team of support engineers who delivered exceptional value on Akamai products to their aligned customers

Projects

Akamai Premium 3.0 Alerts

Nov 2021 – May 2023

- Conducted meetings with a core team to improve alerts that get delivered as part of a managed service
- Developed the product roadmap in Confluence, tracked JIRAs, communicated updates to respective teams
- Coordinated with engineering to improve threshold recommendations for the core alerting engine

Akamai Enhanced SLA

Jul 2022 – May 2023

- Assessed current market value of an enhanced SLA offering and revised pricing strategy around the product
- Liaison with support leadership to understand pain points in delivering and meeting enhanced SLAs

Akamai Knowledge Centered Support (KCS)

Jul 2017 – Nov 2021

- KCS Coach: guided 4 teammates on writing quality KB articles and advance through levels of the KCS process
- Identified duplicate articles and lead consolidation efforts for easier readability and search-ability

IBM Bluemix/Cloudant Integration

Jul 2015 - Jan 2016

- Lead efforts to ensure a seamless user experience for users accessing Cloudant through the IBM marketplace
- Updated the backend database to resolve failed account signups
- Documented processes for co-workers in Markdown and maintained in GitHub