# Abhishek Paul

Hyderabad, India 500072 • 8810301815 • www.abhishekpaul@gmail.com • **WWW:** [Bold Profile](#)

## SUMMARY

Information Technology Professional with over 4 years of experience specializing in Application Support and Database system ( SQL and NO-SQL). I can Implement effective strategies and deliver high-quality results even in a pressure situation. My greatest strength is business awareness, which enables me to permanently streamline infrastructure and application. Storing to leverage my skills.

## EXPERIENCE

**Senior Product Support Engineer**, 09/2023 - Current

**Cornerstone Ondemand services india pvt ltd** - Hyderabad

- Diagnosed and resolved operational problems in existing SAAS products, implementing corrective action plans to enhance performance and reliability.
- Crafted complex SQL queries for troubleshooting, created bearer tokens for API authentication, and addressed API issues for new customers.
- Managed business support tickets, production issues, and escalated accounts, providing fast resolutions while overseeing release management and conducting post-release validation.
- Developed bug fixes and enhancement requests for the Engineering team, ensuring quality through active monitoring of quarterly releases.
- Authored knowledge base articles and troubleshooting guides, empowering the Tier 1 team to effectively support customers.

**Application Solution Engineer**, 12/2021 - 09/2023

**Finxera India Pvt. Ltd.** - Chandigarh, India

- Resolved complex technical issues swiftly, addressing abrupt problems with immediate solutions to ensure system stability.
- Designed custom reports in MySQL, SQL Server, and Snowflake, etc., while leveraging Grafana dashboards for server resource monitoring. Created Splunk dashboards and alerts for proactive issue detection.
- Managed business support tickets, production issues, and escalations while developing and scheduling alerts, checklists, and business reports using tools like Obsidian for internal and external stakeholders.
- Led new projects, supported data pipelines and ETL processes, and crafted application reports to enhance operational efficiency.
- Developed bug fixes and enhancement requests for the Engineering team, overseeing monthly release management, conducting post-release validation, and implementing thorough testing and quality assurance processes to improve user experience and minimize downtime.

**Technical Support Engineer**, 01/2021 - 12/2021

**Biz2credit info services Pvt. Ltd.** - Noida, India

- Resolve technical problems that occur abruptly and require immediate solutions.
- Analyzed system logs for potential problems or errors related to system performance or security threats.
- My job role includes assisting, escalating, and resolving the issues faced by international clients.
- Provided remote assistance to end-users when needed.

## PERSONAL INFORMATION

- Date of Birth: 08/05/93
- Gender: Male
- Nationality: Indian
- Marital Status: Single

## WEBSITE

- http://photondoubleslit.online
- https://hichki.in/

## LINKEDIN

https://www.linkedin.com/in/abhishek-paul-544256207/

## EDUCATION

**Technical Support Fundamentals**, 12/2021
**Google Certification**

**Bachelor In Science**, 08/2016
**Calcutta University** - Kolkata

## SKILLS

- HTML5, CSS3
- REST API, Web services, Webhooks, Postman
- SQL and NO-SQL
- Elastic Search
- Splunk, Fiddler, SQL Server profiler
- Sustaining Engineering
- Application Solution Engineer
- Advanced troubleshooting
- Python (Basic)

## AWARDS AND RECOGNITIONS

- Quarterly Award + Bonus (Performance)
- Monthly / spot award (Performance/ Appreciations)

## HOBBIES AND INTERESTS

- Listening to Music
- Web Development