

# Surjith S S

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Email: surji1234@gmail.com | Phone: +91 8139921056 / +91 8310407283 | Location: Bengaluru, Karnataka

## PROFILE SUMMARY

Result-driven Customer Operations & Technical Support Specialist with 5.2 years of experience in the CPaaS and SaaS industry. Proven expertise in onboarding, technical troubleshooting, and post-sales support for enterprise clients across SMS, WhatsApp, Email, Voice, and RCS platforms. Skilled in resolving complex API and integration issues, automating processes, and ensuring SLA-driven service excellence. Adept at collaborating with cross-functional teams to enhance platform performance and customer satisfaction.

## CORE COMPETENCIES

Technical Skills: MySQL | Postman | XML | JSON | Linux | SMPP | SMTP | FTP | DLT | RCS | Wireshark | Grafana | API Integration | Freshdesk | JIRA

Soft Skills: Excellent Communication | Client Relationship Management | Team Leadership | Analytical Thinking | Problem Solving | Adaptability | Training & Mentoring

## PROFESSIONAL EXPERIENCE

- Tanla Platforms Ltd, Bengaluru

Senior Executive – Customer Operations & Technical Support (Aug 2020 – Present)

### Customer Support & Technical Troubleshooting

- Provided end-to-end technical support for enterprise platforms, onboarding 100+ customers and 250+ vendors.
- Diagnosed and resolved connectivity, VPN, and routing issues, ensuring adherence to client SLAs.
- Managed platform configurations and routing setups for high-reliability message delivery and compliance.
- Troubleshoot API, integration, and network issues using Linux logs, Postman, JSON log analysis, and SQL queries.
- Monitored Grafana dashboards for live SMS traffic and system performance monitoring.
- Maintained SLA excellence with Avg. First Response Time – 5 mins and Avg. Resolution Time – 19 mins.
- Recognized as Top Ticket Resolver (Feb & Mar 2025) for highest closure rates and customer satisfaction.

## **Onboarding & Implementation**

- Led onboarding of enterprise clients across SMS, WhatsApp, Email, Voice, and RCS platforms.
- Created interactive chatbots, email HTML templates, and voice call flows for leading brands and government entities.
- Configured MO setups for top Indian banking institutions and handled international sender ID registrations.
- Managed WhatsApp Business Account migrations between BSPs.
- Enabled fast OTP and transactional message delivery through optimized routing and DLT configuration.

## **Client Management & Leadership**

- Acted as Team Lead for a 6-member operations team – handling task allocation, SLA adherence, and training.
- Scheduled client meetings, gathered technical requirements, and coordinated with engineering for resolution.
- Developed and maintained SOPs, project documentation, and knowledge base articles for internal efficiency.
- Conducted training sessions for new joiners and clients on platform usage and best practices.

## **Key Achievements**

- Consistently maintained >98% customer satisfaction scores across Tier-1 clients.
- Supported global clients across APAC, EMEA, and North America regions with multi-channel solutions.

## **EDUCATION**

Masters of Computer Applications (MCA) – Jain University, Bengaluru, Karnataka – 2024  
Bachelor of Computer Applications (BCA) – Kuvempu University, Karnataka – 2018