

Abhishek C

Application Support Manager | Product, Operations & Support Leadership

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SUMMARY

Application Support Manager with 7+ years working directly with enterprise clients across B2B SaaS in automotive, restaurant tech, and DevSecOps. I own incidents end to end, work directly with client-side tech teams on integration issues, and take support data back to product managers to fix problems at the root. Hands-on with payment and billing workflows, API debugging via Postman and VS Code, and daily use of AI tools including Claude AI and Cursor AI to improve documentation and automate support workflows. Managed named enterprise accounts with per-client SLAs, led teams of up to 15, and consistently reduced post-release P1 counts through close collaboration with QA and engineering before releases go out.

EXPERIENCE

Novatab Inc (formerly Plateron Inc)

Bengaluru, India

Application Support Manager — Product, Operations & Support Leadership

Key Result Areas: Enterprise Account Management · P1/P2 Incident Management · Release Readiness · API Troubleshooting · Backlog Influence · SLA Compliance · Stakeholder Management

- Go-to technical contact for 50+ enterprise restaurant clients post Go-live, handling all escalations across POS, online ordering, payment integrations, inventory, and third-party connectors.
- Worked directly with merchant-side engineering teams on integration issues — used Postman to pull request and response payloads, pin down where failures were happening, and gave engineering a reproducible case to work from.
- Handled P1 and P2 incidents from start to finish: triage, root-cause analysis, Jira escalation, merchant updates, and post-incident write-up — cut average resolution time by ~25%.
- Pulled ticket data weekly by release and category, spotted patterns, and brought them to the product team's triage — this brought ticket volume down by ~25–30%.
- Ran UAT on the workflows that break most often before every release, flagged issues before they hit production, and stayed on call during the first 48 hours post-release. Post-release support spikes dropped by ~20–25%.
- Kept account records, escalation history, and SLA status updated in Salesforce and Freshdesk for QBR inputs and leadership reviews.
- Used Notion for internal runbooks and release checklists; Asana for tracking open action items across teams.
- Coached 10+ support engineers on API issue reproduction, escalation writing, and working effectively with engineering.

AutoRABIT Software Pvt Ltd

Hyderabad, India

Lead Application Support Engineer

Key Result Areas: Enterprise Escalation Management · API & Integration Support · Product Feedback · Customer Success · Change Management

- Senior escalation contact for enterprise clients on AutoRABIT's DevSecOps and CI/CD platform — when a deployment broke or a workflow stopped, I was the first call.
- Tracked down workflow gaps and API configuration issues with product and engineering; the fixes reduced client-side deployment failures by ~20%.
- Wrote Jira tickets with full context — steps to reproduce, business impact, frequency — so product managers could act without a separate investigation.
- Ran product and API walkthroughs for enterprise dev teams to reduce support volume and get clients using the platform correctly from the start.

Tekion Corp

Bengaluru, India

Application Support Manager — Enterprise Technical Accounts

Key Result Areas: Enterprise Account Ownership · Release Stability · Root Cause Analysis · Stakeholder Management · SLA Compliance · Team Leadership

- Named account owner for enterprise automotive dealer clients — per-client SLAs, direct contact for dealer-side IT leads across DMS, CRM, finance, payment, and digital retail modules.
- Debugged payment and billing failures through API logs and Postman; worked with engineering until integrations were running again.
- Brought release-by-release incident data to the product team every week — got 2–3 recurring issue categories

fully fixed each quarter.

- Took over pre-release testing and post-release hypercare for enterprise accounts — post-release P1s dropped by ~30%.
- Ran RCA sessions after significant incidents to fix the cause, not just close the ticket. Repeat high-severity incidents fell by ~25% year on year.
- Managed Salesforce and Zendesk for escalation tracking and QBR reporting.
- Built and managed a team of 8–10 engineers — focused on investigation quality, escalation writing, and client communication during incidents.

Tekion Corp
Application Support Lead

Bengaluru, India

Key Result Areas: Pattern Recognition · Systemic Escalation · Release Co-ordination · Team Mentorship

- Started grouping recurring issues by pattern and taking them to product and QA as a theme rather than individual tickets — fixes stuck instead of being applied case by case.
- Planned releases in stages with QA and engineering for enterprise accounts, cutting the risk of breakages across multiple clients at once.
- Mentored junior engineers on issue investigation, writing escalations, and explaining technical problems to non-technical stakeholders.

Tekion Corp
Application Support Engineer

Bengaluru, India

Key Result Areas: Technical Incident Support · API Debugging · Product Gap Identification

- Supported enterprise automotive dealers across sales, service, and dealer finance/payment modules on Tekion's SaaS platform.
- Used Postman and API logs to reproduce issues and give engineering something specific to work with.
- Flagged recurring issue types to the product team so they could be fixed at the source rather than handled case by case.

Telligent Support LLP (formerly HiPower Support LLP)
Lead Consultant — Customer Operations

Bengaluru, India

Key Result Areas: Operations Leadership · Process Improvement · CSAT Improvement · Team Performance · Service Delivery

- Managed a team of 15 support consultants — rebuilt core workflows, cut unnecessary steps, and automated the repetitive parts. Resolution speed went up 63% and wait times dropped 50%.
- Customer satisfaction went up 17% in the first year. Main driver was resolving issues on first contact rather than passing clients around — first-contact resolution hit 90%.
- Used client feedback to spot recurring pain points and redesigned the support approach for those issue types, cutting repeat contacts.

Concentrix Services India Pvt Ltd
Customer Service Associate

Bengaluru, India

Key Result Areas: Customer Satisfaction · Escalation Ownership · SLA Adherence

- Handled customer interactions across multiple channels, maintaining a 4.8/5 satisfaction score.
- Resolved 92% of escalations within five days, managing 95% independently.

SKILLS & TOOLS

Support & Ticketing	Zendesk · Freshdesk · Salesforce Service Cloud · Jira Service Management
Project Management	Jira · Asana · Notion
API & Debugging	Postman · API Log Analysis · Webhook Debugging · Payload Inspection · REST APIs
CRM & Reporting	Salesforce CRM · Account Health Tracking · QBR Reporting · SLA Management
AI & Dev Tools	Claude AI · Cursor AI · VS Code · Prompt Engineering · AI-assisted documentation
Core Competencies	Incident Management · Root Cause Analysis · Release Readiness · UAT · Hypercare · Backlog Influence · Stakeholder Management · Cross-functional Collaboration · Customer Success · Change Management · Technical Account Management · Team Mentorship · Process Improvement · Service Delivery · SLA Compliance

EDUCATION

Visvesvaraya Technological University
Bachelor of Engineering — Computer Science & Engineering

Bengaluru, India