

REVATHY RAJAN

SUMMARY

Experienced German language professional with 10+ years of experience working in product and service-based companies with a proven track record of customer-centric approach, adept at cultivating relationships with team members, cross-functional teams is seeking a responsible role in your esteemed organization to leverage my professional experience and skillsets.

SKILLS

German language proficiency
Communication skills
Customer focused
Troubleshooting and research
Excels at multi-threading
Problem solving
Team player

CONTACT

PHONE:
+1 (650) 609 7022

EMAIL:
revath1290@gmail.com

ADDRESS:
34 Union Square, 386,
Union City, CA 94587

WORK EXPERIENCE

Arcserve Software Solutions India Pvt. Ltd., India **Support Engineer (German)**
11/2016 – 02/2020; 09/2020 – 04/2022

- German technical support via phone, email and chat and usage of CRM tools like Zendesk, Salesforce etc.
- Troubleshooting backup, storage, restore, administration, and configuration related issues independently.
- Effectively handling escalated issues.
- Root cause analysis and collaborating with cross functional teams to drive complex problems to resolution keeping in mind the agreed SLA and customer satisfaction
- Conduct PLP and brainstorming sessions to improve productivity and ensure effective knowledge distribution among team members
- Technical documentation to enable customers to self-serve as well as maintain knowledge base of Support procedures, tools, and systems.
- Proactively recreating a complex scenario on internal testing equipment with a comparable software configuration.

Amazon Development Center, India **Sr. Finops Analyst (German)**
02/2012 – 04/2016

- Resolve customer disputes in German language, assist and co-ordinate the project deliverables (within agreed SLAs, to client specification and within the necessary constraints) via email.
- Perform Quality Audits on the cases worked upon by the team members and provide feedback to the respective team members.
- Cater to ad-hoc requests from the Team Lead/ Manager etc.
- Help with translation of documents (EN>DE or DE>EN) as per requirement.

ATOS Global IT Solutions & Services Pvt. Ltd., India **Associate (German)**
06/2010 – 02/2012

- Providing first level UAC (User Access) administration support) by creating client account setups (user ids), helping with password resets, creating user groups, and providing the view and modify privileges as per requests in the Remedy Ticketing system.
- Ensuring timely completion of tasks assigned and documentation.
- Providing Phone / Email support
- Participating in Team meetings and reviews

EDUCATION & CERTIFICATION

University of Mumbai
Master of Commerce

Goethe Institut, Mumbai
German language B2 certified

ADDITIONAL ACTIVITIES

Freelance translation, proof reading for the language pair DE>EN and EN>DE