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PROFESSIONAL SUMMARY

Technical Account Manager with 5 years of experience at the intersection of enterprise customers, SaaS products, and technical teams. Bring hands-on experience across APIs, integrations, SQL, CI/CD, automation, and application troubleshooting, combined with customer ownership across onboarding, adoption, health, and escalations. Comfortable connecting customer business objectives with technical solutions through API validation, DevTools diagnostics, Grafana usage analysis, and Engineering collaboration. Partner with Sales, Product, Engineering, and Support to resolve complex issues, drive product adoption, and deliver lasting customer outcomes.

PROFESSIONAL EXPERIENCE

Testsigma Software Technologies

Mar 2025 – Present

Technical Account Manager — previously Senior Solution Engineer (Mar 2025 – Aug 2025); promoted to Technical Account Manager in Aug 2025

Technical Account Management (Aug 2025 – Present)

- Own a 40+ account portfolio spanning Enterprise, Mid-Market, and SMB customers (~\$1M ARR), serving as the primary technical point of contact from onboarding through adoption.
- Lead end-to-end customer onboarding — environment setup, integration walkthroughs, workflow configuration — building on a track record of onboarding 50+ enterprise customers and delivering 120+ product demos.
- Built an AI agent that pulls Salesforce data (open tickets, scheduled customer calls) and combines it with weekly product usage data from internal monitoring tools into a centralized dashboard, accelerating customer health reviews and follow-ups.
- Lead quarterly business reviews, presenting adoption, usage, and ROI data to customer stakeholders, identifying risk and surfacing expansion opportunities.
- Retained 3 at-risk accounts totaling \$75K ARR by resolving critical technical issues and rebuilding customer confidence through targeted training and continued adoption support.
- Diagnose and resolve application and integration issues using Chrome DevTools, Postman, and REST API analysis, partnering with Product and Engineering on root-cause resolution.
- Serve as first point of escalation for technical issues across the portfolio, coordinating cross-functionally to protect customer health and satisfaction.
- Partnered with Sales on customer renewals and expansion opportunities by identifying adoption gaps, demonstrating additional use cases, and aligning technical solutions with customer business goals.

Solution Engineering (Mar 2025 – Aug 2025)

- Delivered technical demos and proof-of-concept engagements that supported customer expansion and increased product adoption.
- Validated REST APIs and system integrations using Postman, verifying request/response data and backend-to-frontend data flow to troubleshoot integration issues.
- Used SQL to validate backend data against application behavior and isolate root causes during customer integration testing.
- Built and maintained integration workflows for web and mobile applications inside CI/CD pipelines, supporting faster, more stable customer releases.
- Automated 1,000+ test scenarios across fintech, logistics, and healthcare customer environments, strengthening system reliability ahead of customer releases.

- Partnered with Engineering on solution design and test strategy, feeding recurring customer issues back into product improvements.

Aurigo Software Technologies Jan 2022 – Mar 2025

Software Support Analyst

- Resolved 1,400+ enterprise support cases on Aurigo's Masterworks platform through structured root-cause analysis, sustaining 95%+ CSAT across a three-year tenure.
- Investigated and reproduced customer-reported defects, replicated environments to isolate root cause, and partnered with Engineering on long-term fixes rather than one-off patches.
- Owned escalation management for enterprise clients across North America, coordinating cross-functionally to hit resolution timelines on high-visibility issues.
- Authored 50+ knowledge base articles from recurring support patterns, cutting repeat ticket volume by 20% and shortening resolution time for the wider support team.
- Delivered weekend support coverage as part of the standard enterprise support rotation.
- Received the company's Bravo and Spot Awards for account ownership, proactive technical support, and measurable client impact.

TECHNICAL SKILLS

Troubleshooting & Integration: REST APIs, Postman, JSON, Webhooks, SQL, Chrome DevTools, Root Cause Analysis, Linux/Unix Fundamentals, Basic CLI Commands, API Integration

Tools & Platforms: Salesforce, Jira, Grafana, Gong, GitHub Actions, CI/CD, Cloud Computing Fundamentals, Jira Automation & Workflows

Automation & AI: Testsigma, Selenium, Test Automation, API Automation, AI/LLM-Powered Test Generation

Customer Success: Customer Onboarding, Product Adoption, Customer Health, Usage Trend Analysis, Customer Retention, Renewals & Expansion, Technical Escalation Management, Technical Presentations & Documentation