Rohan Menon

Technical Support Engineer

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Summary

Technical support engineer for a B2B web application, investigating access, API integration and data-sync issues. Uses logs, read-only SQL and reproducible cases to prepare engineering handovers and keep customers informed.

Experience

Technical Support Engineer, Example Maple Software — Jul 2024 - Present

Bengaluru, India

- Handled an average of 32 application-support tickets per week in Q2 2026, covering access, API integration and synchronisation issues.
- Introduced checklists for six recurring integration failures; monthly engineering requests for missing case information fell from 17 to 7 across the next quarter.
- Wrote 14 reviewed knowledge articles, including a troubleshooting flow for expired integration credentials.
- Coordinated customer updates during three service incidents and recorded incident timelines for engineering review.

Junior Technical Support Engineer, Example Maple Software — Jul 2023 - Jun 2024

Bengaluru, India

- Triaged access and setup tickets using the knowledge base and escalated reproducible defects with test details.
- Collected redacted log excerpts and confirmed expected behaviour in a test environment with a senior colleague.

Education

B.Tech in Information Technology — 2019 - 2023

Example Lakeside Institute

Skills

Troubleshooting: HTTP status codes, Application logs, Read-only SQL, Issue reproduction

Support delivery: Ticket triage, Escalation notes, Knowledge articles, Customer communication

Projects

API troubleshooting sandbox

- Built a local example application that demonstrates common authentication and validation failures using synthetic data.
- Documented expected responses and safe reproduction steps for new support colleagues.

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/technical-support-engineer-resume