Vivek Adithya

Chennai, India, +919962260747, vivekadithya1996@gmail.com

PROFILE

Technology enthusiast, currently working as a Technical Account Manager with a demonstrated history of working in the information technology and services industry. Skilled in Research, Enterprise Mobility, Information Technology, Strategic Planning, presentation and Leadership.

EMPLOYMENT HISTORY

Jan 2023 — Present

Technical Account Manager, Zoho Corporation
Chennai

- Act as a single point of contact for key accounts spanning different regions by tending to their needs and not limited to escalations and critical calls but also sharing valuable input to impact the course of feature rollouts and product roadmap positively.
- Enhanced customer retention by proactively performing IT health checks to ensure smooth functioning and thus reducing churn.

Oct 2019 — Jan 2023

Technical Support Engineer, Zoho Corporation
Chennai

- Proficient in Android Enterprise, Apple Business/School Manager, Google Workspace and Azure.
- Offer live product demonstrations to potential customers, proof of concept sessions, providing training sessions and handling (on-site) implementations for existing customers ranging from SMEs to MNCs.
- Enhanced customer experience by analyzing feedback from customers and improving on the support process.
- Responsible for researching, replicating, performing root cause analysis and providing feedback for product issues reported by the customers within SLA time frame.

Apr 2019 — Oct 2019

Consultant, Zoho Corporation
Chennai

- Provided support for phone, chat and email requests in a professional and courteous manner by logging faults with unique reference numbers with description of the fault in the incident management system.
- Provided pre & post technical support. Investigated and responded to technical inquiries related to the product.
- Resolved faults as soon as they occur and escalated critical problems to the necessary authority to be resolved immediately.
- Contributed to external and internal knowledge base articles.

Aug 2017 — Mar 2019

Associate IT-Helpdesk, Sutherland
Chennai

- Displayed exceptional people skills and customer satisfaction.
- Point person for highly sensitive client issues, and the more complex technical cases.
- Contributed to external and internal knowledge base articles.

ACTIVITIES

Apr 2023

Exhibitor at Smart Cybersecurity Summit
Singapore

Showcased ManageEngine Products which can be used to mitigate security threats.

Apr 2023

Speaker at ITCON Philippines 2023
Philippines

Discussed on Strategies in Enhancing Endpoint Security using ManageEngine's Unified Endpoint Management solutions.

COURSES

May 2022 — May 2023

Android Enterprise Certified Expert, Google

Jul 2022

Foundations of Project Management, Google Career Certificates

EDUCATION

2013 — 2017	Bachelor of Engineering, Electronics and Communications Engineering, Jeppiaar Engineering College	Chennai
1999 — 2013	St. Patrick's Anglo Indian Higher Secondary School	Chennai

EXTRA-CURRICULAR ACTIVITIES

Sep 2015 — Mar 2017	**Organizing Committee, IETE DIT** Organized and hosted Workshops and Seminars related to Basic Electronics and Manufacturing.	Chennai

SKILLS

Fast Learner	Information Security
Communication Skills	Incident Management
Analytical Thinking Skills	Android Development
Highly organized and efficient	Python
Collaboration & Teamwork	JavaScript

WORKSHOPS

Mar 2016	**IoT - Internet Of Things** At Madras Institute of Technology.	Chennai
Sep 2015	**Ethical Hacking by Ankit Fadia** At SRM University.	Chennai
Aug 2015	**Electronic System Modeling (PCB Design)** At IETE.	Chennai

LANGUAGES

English	Highly proficient	**Tamil**	Native speaker