

# Pradiv Gnanaraj

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## Summary

Highly accomplished **Operations & Team Lead** with over 10 years of experience in building, scaling, and managing high-performing support and technical teams. Proven ability to leverage data-driven insights and technical expertise to streamline workflows, optimize processes, and consistently exceed key performance indicators (KPIs) in high-volume environments. Successfully grew **6 different teams from 1 to 8 specialists** while maintaining **CSAT above 90%** and **First Response Time under 90 minutes**. Seeking to apply extensive leadership and operational management skills to a dynamic and growth-oriented organization.

## Key Skills & Expertise

- **Leadership & Management:** Team Building, Performance Management, Coaching & Mentoring, Delegation, Cross-functional Collaboration, Strategic Planning
- **Customer & Technical Operations:** CSAT, FRT, Issue Resolution, De-escalation, Multi-channel Support, SLA Management, Quality Assurance, Operational Excellence
- **Process Optimization:** Workflow Optimization, Root Cause Analysis, Performance Analysis, Reporting, Documentation, Project Management
- **Technical Skills:** Jira, Zendesk, Intercom, **PRTG, Uptime Robot**, Linux CLI, Python, CRM Software, VMware, Networking Fundamentals, IT Infrastructure Management

## Professional Experience

**Amulya Info Tech India Private Limited,**

*Coimbatore, TN, India.*

**Consultant & Senior Customer Support Specialist**

*Aug 2024 – Jun 2025*

- Grew **6 different client support teams from 1 to 8 specialists**, building specialized functions in Refunds, Sales, Marketing, and Technical Support.
- Managed the full recruitment lifecycle for team expansion and drove talent development through targeted training and coaching initiatives.
- Drove team performance by setting clear targets and conducting daily stand-ups, achieving a sustained **CSAT above 90%** and **FRT under 90 minutes**.

- Acted as the primary liaison between client management and internal leadership, providing weekly performance reports and translating feedback into actionable improvements.
- Provided high-level consultation and direct support for escalated issues, specializing in complex enterprise software solutions.

### **Technical Support Engineer |**

*Aug 2019 – Oct 2022*

- Contributed to **24/7 technical support operations**, focusing on multi-location IT infrastructure management (VMware ESXi) and critical operations.
- Served as the **primary escalation point** and on-call support, working with global engineers and the Emergency Response Team in North America and Canada to restore network services using monitoring tools like **PRTG** and **Uptime Robot**.
- Orchestrated and presented daily performance reports and weekly strategic updates to internal and client CEOs, providing high-level insights on service status and improvements.
- Managed complex data migrations (Falconstor, Acronis) and executed patch upgrades in test/production environments.
- Provided comprehensive technical support from **L1 to L3**, resolving complex issues related to web hosting, VoIP call support, cloud, and SaaS.

### **Junior Systems Engineer |**

*Apr 2015 – Jun 2017*

- **Led and managed a team of 6 Junior Systems Engineers**, scaling L1/L2 web hosting support to provide global 24/7 coverage for four key clients.
- Developed and implemented shift rosters and conducted training sessions, which optimized team efficiency and improved support quality.
- Provided IT support and system maintenance, troubleshooting hardware, software, network issues, and infrastructure setups.
- Received the '**Best Customer Support**' award for exceptional service and client satisfaction.

### **Ashwin Builder's, Retail Support Specialist |**

*Erode, TN, India.*

*Sept 2018 – Jul 2019*

- Managed high-volume inbound and outbound calls for pricing, appointments, and follow-ups.
- Provided comprehensive after-sales customer service, enhancing client relationships and ensuring satisfaction.

### **Amazon Development Centre, Associate CD |**

*Coimbatore, TN, India.*

*Jul 2017 – Aug 2018*

- Handled high-volume inbound calls for product delivery and Amazon Pay transactions/refunds.
- Managed complex refund processes and navigated large-scale call center systems, adhering to strict service protocols.

**Millenia Computers,  
Assistant**

*Coonoor, TN, India.  
Jan 2013 – Mar 2015*

- Provided direct customer service and technical support for computer hardware/software in a retail environment.
- Performed technical tasks including OS installation, driver configuration, and computer assembly/delivery to clients.

**Hindustan Aeronautics Limited,  
On-the-Job Trainee**

*Bangalore, KA, India.  
Mar 2011 – Sept 2011*

- Completed mandatory training, gaining hands-on experience in the repair and maintenance of AC/DC motors, radar systems, and weapon/navigational/fuel systems for defense aircraft.
- Developed understanding of professional work ethics, safety protocols, and teamwork in a large-scale engineering environment.

**Professional Development**

**iNeuron Private Limited, (Remote)**

**Machine Learning Program & Project Work | Jan 2023 – Aug 2024**

- Self-managed end-to-end Machine Learning projects from data analysis to deployment, gaining practical skills in data-driven problem-solving and LLMs.
- Utilized Python and ML libraries like TensorFlow) to develop and deploy solutions, demonstrating analytical and technical project execution.

**Certifications**

**Professional Data Science Certificate - IBM**

**Data Analysis Certificate - Amazon Web Services (AWS)**

**Acronis Backup and Migration Certificate - Acronis**

**Acronis Disaster Recovery Certificate - Acronis**

**Education**

**Aircraft Maintenance Engineering, AME.**

Hindustan Aviation Academy, Bangalore, Karnataka, India.

Graduation Year - 2011