

AKHIL SATHEENDRAN

MANAGER - TECHNICAL SUPPORT

EXECUTIVE SUMMARY

Application Support Manager with 9+ years of experience leading multi-country support teams across Europe and Asia. Proven expertise in 24/7 application support operations, incident and problem management, SLA/KPI governance, stakeholder communication, and continuous service improvement. Strong background in ITSM-aligned support models

CAREER ACHIEVEMENTS

- Annual award winner for excellence and commitment - 2016
- Cynosure of the Team- 2017
- Received numerous client appreciations
- Best Team Manager - 2022

HOW TO CONTACT ME

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SKILLS

- Advanced CRM Software Proficiency (e.g., Salesforce, HubSpot)
- Data-Driven Customer Insights Analysis
- Omnichannel Support Strategy Development
- AI-Powered Chatbot Management

RELEVANT EXPERIENCE

Manager - Technical Support

Sureminds Solutions| Sept 2021 - Dec 2023| Portugal| Jan 2024 - Present

- Lead, coach, and develop a team of application and product support analysts, providing regular performance feedback, mentoring, and objective-based evaluations.
- Oversee day-to-day application support operations for customer-facing platforms, ensuring high availability, stability, and performance in production environments.
- Act as the primary escalation point for high-impact incidents, coordinating rapid resolution and clear stakeholder communication during critical outages.
- Manage incident prioritisation, service requests, and defect tracking using CRM and ticketing platforms, ensuring adherence to agreed SLAs and KPIs.

Technical Support Manager

BASCO Pte Ltd | Singapore | Feb 2020 - Aug 2021

- Managed a customer-facing technical support function in a high-expectation B2B environment
- Led a geographically distributed support team, providing coaching, performance management, and workload prioritisation.
- Acted as escalation owner for complex technical and customer issues, ensuring resolutions met quality and timeliness standards
- Collaborated with IT and automation teams to implement integrations between CRM, communication, and analytics tools
- Operated effectively across time zones and multicultural teams consistent with Singapore's cross-regional business environment.

Senior Specialist - Technical Lead

*Goldman Sachs Investment Bank | UK | India (EOR- RR Donnelley)
2016 August -2018 December*

- Provided production application and process support for business-critical financial services platforms in a high-pressure, SLA-driven environment.
- Managed incidents, service requests, and escalations, ensuring timely resolution and compliance with strict client SLAs.
- Conducted detailed root cause analysis for recurring incidents and process failures, recommending long-term corrective actions.
- Worked closely with client stakeholders, development teams, and operations to improve system reliability and service delivery.

EXPERTISE

- Exceptional Conflict Resolution and De-escalation
- Customer Experience (CX)
- Optimization Predictive
- Analytics for Customer Behavior Emotional
- Intelligence and Empathy
- Cross-functional Team Leadership
- Service Level Agreement (SLA)
- Management Natural Language Processing (NLP)
- Implementation Strategic Problem-Solving and Decision Making
- Salesforce, HubSpot

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

HOBBIES

- Travelling- Traveled Germany, Italy, Switzerland, France, Thailand, Dubai, Latvia, Indonesia, Norway, Hungary, United Kingdom, Maldives, Indonesia, Turkey, Malaysia, Malta, Greece, Portugal,
- Survival Movies

EDUCATION BACKGROUND

TEG International College, Singapore

Master of Business Administration
2019 March - 2020 June

- Specialised in Leadership
- Graduated with 90% marks
- Completed 6 months Internship

Annamalai University

Bachelor of Arts- English
2015-2018

- Major in English Language and Literature

John Cox C.S.I Institute of Technology

Bachelor of Technology
2011-2015

- Computer Science Engineering
- Scored 90% marks in final year seminar

REFERENCE

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