

SAURABH SINGH

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SOLUTION ENGINEER II

Results-driven IT professional with proven expertise in application support, software development, and system deployment across enterprise environments in **US, APAC, and EMEA** regions. Skilled in designing, testing, and delivering scalable, user-centric solutions with a focus on performance and reliability. Proficient in **JavaScript, SQL, MongoDB, Firebase, and RESTful API integration**. Adept at troubleshooting complex issues, optimizing workflows, and driving cross-functional collaboration. Currently seeking a challenging role as an Application Solution Engineer to leverage my technical acumen and support experience in a high-impact, customer-focused environment.

PROFESSIONAL EXPERIENCE

HIGHLEVEL

June 2024 - Present

SOLUTION ENGINEER II Dev - Saas (L4)

Roles & Responsibilities:-

- Resolved high-priority technical issues across LeadConnector's core stack (Voice, SMS, APIs, Webhooks), maintaining 96%+ CSAT and 90%+ SLA compliance across global clients.
- Reduced API/webhook escalations by 40% QoQ by identifying root causes and implementing proactive mitigation strategies, directly improving reliability for 25,000+ active agencies.
- Ensured 99.95%+ message deliverability by monitoring Twilio and carrier logs, proactively preventing failures across SMS and voice communications.
- Acted as the primary escalation point for infrastructure and integration issues, resolving 90%+ of cases within a 2-hour window, significantly minimising downtime.
- Led technical onboarding and deep-dive sessions for partners, resulting in a 30% increase in feature adoption and improved customer retention.
- Authored and maintained 25+ internal SOPs and knowledge base articles, used in 40%+ of Tier 1 cases, enhancing team efficiency and response time.
- Participated in agile sprints, regularly resolving 50–60 product-impact tickets per cycle, contributing to faster development and more stable releases.
- Collaborated with QA teams to conduct pre-release regression testing, leading to a 60% reduction in post-release bugs and smoother deployments.
- Managed end-to-end setup of WhatsApp Business API for clients, achieving an 85%+ success rate in initial onboarding processes.
- Resolved messaging and logic issues in WhatsApp workflows with <2 hour resolution time on 90%+ of tickets, improving reliability and customer trust.
- Created internal tooling and support scripts that accelerated troubleshooting workflows, reducing manual diagnostic time by 35% and enhancing operational efficiency.
- Conducted root cause analysis for recurring issues and built long-term fixes, contributing to a 20% drop in recurring incidents quarter-over-quarter.
- Mentored new support team members and led knowledge-sharing sessions, improving team onboarding time by 30% and standardizing technical support practices.
- Delivered monthly product feedback reports based on ticket patterns, influencing roadmap and bug prioritisation across LC platforms.
- Collaborated across product, engineering, and support teams to ensure scalable, reliable solutions in a high-growth SaaS environment.

Roles & Responsibilities:-

- Architected and maintained secure, scalable, and resilient Azure cloud infrastructure, ensuring high availability and fault tolerance across production and staging environments.
- Partnered with development, QA, and operations teams to streamline CI/CD pipelines, reduce deployment bottlenecks, and accelerate release cycles—cutting time-to-market by over 20%.
- Monitored and optimized cloud resources and application performance, achieving a balance between cost efficiency and system responsiveness using tools like Azure Monitor and App Insights.
- Designed and implemented disaster recovery and automated backup strategies, ensuring data integrity and business continuity with minimal manual intervention.
- Investigated and resolved Azure infrastructure incidents, conducting in-depth root cause analysis and deploying long-term fixes to prevent recurrence.
- Documented all cloud environments, system configurations, and deployment procedures, and provided internal training on Azure DevOps workflows to improve team self-sufficiency.
- Utilized debugging tools such as Fiddler, SQL Profiler, Azure Log Analytics, and browser developer tools to identify and resolve application-level issues in web-based SQL systems.
- Monitored server health (disk space, CPU, memory usage) to proactively mitigate performance issues and ensure system stability.
- Configured secure authentication mechanisms, including SSO and SAML, tailored to client-specific requirements for seamless and compliant user access.
- Delivered client-facing support for hardware-software integrations (meeting room devices, desk screens, and IoT sensors), and built custom automation workflows, saving the company over \$4,250 in operational costs.

TCS
Application Support Engineer

March 2021 - May 2023

Roles & Responsibilities:-

- Collaborated closely with development teams to implement and streamline build and deployment processes, ensuring efficient and error-free application rollouts across environments.
- Managed release, change, and problem management workflows using ServiceNow, driving structured communication and minimizing deployment-related disruptions.
- Worked cross-functionally with application and system developers to identify and resolve deployment bottlenecks, ensuring smooth transitions from testing to production.
- Oversaw vendor application releases and upgrade cycles, ensuring timely communication and zero-impact production patch rollouts.
- Developed automation scripts to eliminate repetitive support cases, saving over \$1,440 in operational costs and improving response efficiency for business-critical issues.
- Provided detailed documentation and transition support during production handovers, contributing to smoother project go-lives and reduced knowledge gaps.
- Deployed and managed .NET applications via IIS across Dev, Test, and UAT environments, ensuring consistent configurations and zero-downtime rollouts.
- Performed in-depth troubleshooting for deployment issues, coordinating with cross-functional teams to resolve conflicts and meet release timelines.
- Established deployment best practices and SOPs, reducing manual errors and standardizing the release pipeline for application teams.
- Designed and optimized SQL databases using MS SQL Server, improving query performance and data integrity across applications.
- Led a 4-member technical team in planning, scope definition, and execution of application support initiatives, earning multiple “On the Spot” awards for exceptional performance and delivery.

KEY METRICS & IMPACT

Metric	Result
SLA Adherence	90%+ across multiple roles
CSAT Score	96%+
Escalation Reduction	↓ 40% QoQ
Automation Savings	\$5,690+ across TCS & Eptura
WhatsApp Onboarding Success	85%+
Ticket Resolution within 2 hrs	90%+

TECHNICAL SKILLS

- **Languages:** JavaScript, C++, Java, PHP, .NET
- **Databases:** SQL, MySQL, MongoDB, Firebase
- **Cloud & Tools:** Azure DevOps, ServiceNow, Freshdesk, Jira, Postman, Git, ClickUp
- **Monitoring/CI/CD:** Azure Monitor, App Insights, Octopus, PowerBI
- **Web Technologies:** ReactJS, HTML5, CSS3, Bootstrap, Tailwind

ACHIEVEMENTS

- ***CX Eptura Quarterly Award – 2023*** [LINK](#)
- ***TCS On Spot Award - Nov 2022.*** [LINK](#)
- ***TCS On Spot Award - Aug 2022.*** [LINK](#)
- ***TCS On Spot Award - March 2022.*** [LINK](#)
- ***TCS On Spot Award - Feb 2022.*** [LINK](#)

EDUCATION

MCA - (2018-2020)

Manipal Institute of Technology

BCA - (2015-2018)

Kanpur University