

Abhishek C Naik

Application Support Manager | Technical Support Manager | SaaS Support Operations
Bengaluru, India | +91 8904 33 0787 | abhishek.c.work18@gmail.com | linkedin.com/in/abhishekcnaik
Available to join in 15 days or less

PROFESSIONAL SUMMARY

Application Support Manager with 8 years of experience across enterprise SaaS environments covering automotive, restaurant technology, and DevSecOps platforms. Specialises in P1 and P2 incident management, API troubleshooting, root cause analysis, and release readiness across complex multi-client accounts. Has managed support operations for 50 or more enterprise clients, built and led teams of up to 15 engineers, reduced P1 incidents by 30 percent, and improved average resolution time by 25 percent. Works closely with product, engineering, QA, and customer-facing stakeholders to improve support quality, reduce ticket volume, and drive operational improvements that last.

CORE SKILLS

Incident and Escalation Management: P1 and P2 incident ownership, SLA compliance, escalation frameworks, root cause analysis, hypercare, release readiness

Tools and Platforms: Jira, Zendesk, Freshdesk, Salesforce Service Cloud, Postman, REST API log analysis, Webhook debugging

Leadership and Operations: Team management of 8 to 15 engineers, stakeholder communication, QBR reporting, cross-functional collaboration, process improvement

AI and Automation: Claude AI, ChatGPT, Cursor AI, GitHub Copilot, n8n, Zapier, AI-assisted documentation and workflow design

PROFESSIONAL EXPERIENCE

Application Support Lead Novatab Inc

Apr 2024 to Present
Bengaluru, India

- Managed end to end support operations for 50 or more enterprise clients across POS, payments, and third-party integrations with full SLA ownership
- Reduced average incident resolution time by 25 percent by introducing structured API log analysis and Postman-based diagnostics into the team workflow
- Analysed ticket trends across Jira and Freshdesk to identify recurring issue patterns, leading to a 25 to 30 percent reduction in monthly ticket volume
- Implemented UAT and hypercare protocols before every major release, reducing post-release P1 and P2 incidents by 20 to 25 percent
- Managed escalation workflows and QBR reporting inputs through Salesforce CRM, giving leadership cleaner visibility into account health
- Mentored 10 or more engineers on API debugging, RCA writing, and structuring communication to engineering and product stakeholders

Lead Application Support Engineer AutoRABIT Software Pvt Ltd

Nov 2023 to Apr 2024
Hyderabad, India

- Owned enterprise escalations for a DevSecOps and CI/CD platform where deployment reliability directly impacted client release cycles
- Diagnosed API failures and configuration gaps using Postman and system log analysis, reducing client-side failures by approximately 20 percent
- Wrote detailed Jira tickets with full RCA context and reproduction steps, reducing back and forth with engineering and accelerating fix timelines
- Conducted API walkthrough sessions and onboarding calls with new enterprise clients, reducing early-stage support dependency significantly

Application Support Manager
Tekion Corp

Jan 2020 to Sep 2023
Bengaluru, India

- Managed a portfolio of enterprise automotive accounts with complete SLA ownership across Dealer Management Systems, CRM, and payment integrations
- Built and led a team of 8 to 10 support engineers, establishing standards for escalation quality, RCA depth, and client-facing communication
- Reduced P1 incidents by 30 percent through pre-release testing protocols and structured hypercare coverage for every major deployment
- Conducted regular RCA sessions that drove a 25 percent year on year reduction in repeat high-severity incidents
- Introduced ticket clustering and pattern-based escalation models that identified systemic issues earlier and improved long-term resolution rates
- Worked directly with QA and engineering on staged release planning, reducing risk exposure across multi-client environments
- Maintained Salesforce-based escalation tracking and contributed data-backed inputs to quarterly business reviews with enterprise stakeholders

Lead Consultant, Customer Operations
Telligent Support LLP

Mar 2018 to Jan 2020
Bengaluru, India

- Led a team of 15 support consultants, redesigning operational workflows to improve throughput and first-contact resolution rates
- Increased resolution speed by 63 percent and reduced average customer wait times by 50 percent within the first year of leading the team
- Implemented CSAT and NPS measurement systems that raised overall customer satisfaction scores by 17 percent
- Maintained a 4.8 out of 5 CSAT score across multi-channel support and resolved 92 percent of escalations within five business days

EDUCATION

Bachelor of Technology, Computer Science and Engineering
Visvesvaraya Technological University, Bengaluru

2013 to 2017

CERTIFICATIONS

Big Data Engineering with Hadoop and Spark | Acadgild