

PRAVEENA JOGI

Product Support Leader

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Collaborative, customer-centric Product Support Leader with expertise in AI and a strong track record of working cross-departmentally with all leadership levels to drive high-quality customer assistance and service delivery for multinational organizations. Expert in building, inspiring, and mentoring high-performing, globally distributed teams specializing in CDP and RUM technologies to achieve organizational goals. Proven track record of reducing onboarding time by 50% and improving first-call resolution by 35%, resulting in up to 99.99% customer satisfaction scores. Featured in the [CIO Times Magazine](#). Looking for a challenging Product Support Leader role.

KEY SKILLS

Technical Issue Resolution/Troubleshooting | Escalation Management | Process Improvement
Incident Management | Team Leadership & Development | Technical Documentation | Data Analysis
Service Level Agreement (SLA) Management | Cross-Functional Collaboration | Performance Metrics Setting & Tracking

PROFESSIONAL EXPERIENCE

Treasure Data (spun off from Arm) • Mountain View, CA

Product Support Manager, Customer Experience (Americas & EMEA)

Aug 2020 – Apr 2024

[Treasure Data](#) is a global customer data platform provider with 550+ employees, serving 400+ customers across 75+ countries, including 80 Forbes Global 2000 companies.

Responsible for providing strategic direction and operational oversight to a globally distributed support team across the Americas and EMEA, ensuring effective resolution of technical issues to create exceptional customer experiences. Reported to the Director, led 6 direct reports, and managed a budget of \$500K.

- Built and maintained a comprehensive product knowledge base using ChatGPT for streamlined content updates. Reduced onboarding time by 50% and increased first-call resolution by 35%.
- Directed all inbound post-sale customer queries to specialized teams. Enhanced response efficiency and improved customer satisfaction score by 99.99% through timely resolution of issues and escalations.
- Devised and led customer support strategies for high-profile clients across sectors, including Nintendo, Audi, LG, Bayer, and J&J, setting goals and managing KPIs. Enhanced client experiences, resulting in a 15% increase in customer satisfaction scores.
- Developed and executed a strategic support engineering plan, including team objectives, streamlined processes, performance metrics, and career development pathways, ensuring high performance and effective technical support.
- Analyzed performance metrics to identify technical and operational gaps. Conducted root cause analyses and implemented corrective actions, driving improvements in efficiency and service quality.
- Collaborated with engineering, operations, and customer support teams to analyze data. Addressed recurring issues and implemented long-term solutions, improving overall service reliability.
- Established and enforced service level agreements (SLAs) for incident response and resolution. Aligned support operations with client expectations, improving incident handling to minimize impact and enhance customer satisfaction.

Technical Support Manager

Feb 2019 – Aug 2020

Responsible for leading end-to-end technical support operations, including strategic planning, team training, and escalations management, to ensure reliable products and optimal customer experience. Reported to the Director, headed 6 direct reports, and maintained a \$500K budget.

- Trained and coached team members on support engineering, customer service, and escalation management best practices. Reduced average first response time from 60 to 15 minutes, achieving a 75% improvement.
- Designed and executed comprehensive project plans focused on customer-oriented processes to enhance customer experience at every touchpoint. Achieved 99.99% satisfaction scores through targeted feedback collection.
- Evaluated team performance through one-on-one reviews, providing tailored feedback and coaching. Boosted employee engagement and drove high retention rates.

Senior Technical Support Engineer – Arm

Jun 2018 – Feb 2019

Responsible for delivering technical expertise and support to ensure seamless operations and effective customer support. Reported to the Director, guided 10 direct reports, and controlled a \$10K budget.

- Provided expert technical support to the data business, ensuring seamless operation and high-level customer satisfaction.
- Managed critical IT infrastructure to maintain stability and functionality, enhancing service availability and customer support.
- Resolved system issues and managed escalations efficiently, reducing downtime and improving response times for client requests.
- Supported and guided junior engineers in delivering effective customer support, fostering a collaborative and skilled support team.

Akamai Technologies (Formerly SOASTA) • Mountain View, CA

Performance Engineer II

Apr 2017 – Jul 2018

Operations Engineer

Jan 2014 – Jul 2018

[Akamai Technologies](#) is a global cloud and security company with 10K+ employees and \$3.8B+ in revenue in 2023.

Responsible for delivering technical expertise and project leadership in systems implementation and monitoring to enhance operational efficiency across products and infrastructure. Reported to the Director, guided a direct report, and managed a \$500K budget.

- Implemented DataDog to establish a continuous monitoring system for SOASTA products across diverse environments. Enhanced visibility and performance monitoring for 300+ servers.
- Drove process engineering and automation initiatives to enhance operational efficiency across SOASTA products. Automated infrastructure tasks with Bash and documented processes on Twiki, CloudLink, and Google Docs.

Nexxen (Formerly Amobee, Inc.) • Redwood City, CA

Field Application Engineer

Dec 2012 – Aug 2013

[Nexxen](#) is a digital media and advertising technology company offering end-to-end solutions, specializing in video and CTV.

Responsible for delivering technical support and engineering expertise to troubleshoot and analyze defects in online ad spaces, enhancing client satisfaction. Reported to the VP of Engineering and supervised a direct report.

- Collaborated with engineering and product teams to debug ad spaces across the US, Americas, and Asia-Pacific, enhancing performance for high-profile clients like AccuWeather and AT&T.
- Troubleshot client issues by executing awk and grep commands on Linux servers and analyzing CDR and log files, resolving data discrepancies to enhance system performance.

Vitria Technology • Sunnyvale, CA

Senior Technical Customer Support Engineer

Feb 2007 – Nov 2012

[Vitria Technology](#) is a software company specializing in AIOps, ops intelligence, and analytics, serving enterprise clients globally.

Responsible for delivering technical support for Vitria's SaaS products, collaborating with engineering and professional services teams to drive exceptional customer service. Reported to the Manager and guided 4 direct reports,

- Worked closely with the development team to test products and bug fixes before rollout. Supported pre-sales teams in installing M3O for demos and proofs-of-concept.
- Collaborated with clients and support teams to deliver exceptional customer service, maintaining off-hours availability to address high-level escalations and resolve issues promptly.
- Developed knowledge-based solutions for customer support and delivered a comprehensive BW-200 course, empowering Vitria customers to navigate the software and resolve low-level technical issues independently.

ADDITIONAL EXPERIENCE

Pravision LLC (Formerly Websiteistic) • Livermore, CA

Founder & CEO

Sep 2021 – Present

Founded and expanded a web design and online marketing firm. Responsible for leading software development, site migrations, and maintenance projects for diverse enterprises and small businesses, driving customer success.

PROFESSIONAL CERTIFICATIONS

University of Massachusetts Lowell • Certificate in Internet Systems Administration

Semrush Academy • Semrush SEO Toolkit Exam

Salesforce Trailhead • WIP - Salesforce Administration

Sun Microsystems • Certificate in Solaris 7 System Administration I, II & TCP/IP Network Administration

Sun Microsystems • Certificate in Sun StorEdge Volume Manager Administration

EDUCATION

California State University • BS in Business Administration, Option in Computer Information Systems & Telecommunications

TECHNICAL SKILLS

HR Software: Greenhouse, Lever, BambooHR, Lattice

Presentation & Data Visualization Tools: PowerPoint, Google Slides, Tableau, Canva

Databases & Data Management: Oracle, Teradata, MySQL, SQL, Snowflake, Hadoop, MongoDB

Accounting & Financial Management Tools: QuickBooks, WaveApps

Web & Front-End Development: HTML, CSS, JavaScript, WordPress, Wix.com, Spotify, CMS, Code Libraries

Graphics & Design Tools: Photoshop, Illustrator, On1 Photo, Affinity, Acrobat, Canva

Enterprise Systems & Platforms: Automated Billing Systems, Payment Processing, Salesforce, Oracle NetSuite, HubSpot, Oracle

ERP, SAP, Business Intelligence (BI), Business Continuity Planning (BCP), Customer Data Platform (CDP), Zendesk, Jira, PagerDuty

Programming & Scripting Languages: Java, PHP, MySQL, SQL, JavaScript, Bash, Python, Ruby on Rails

Operating Systems & Hardware: System Administration, Software Installation, Windows, Linux/Unix, Ubuntu, Cloud Management

Advanced Computer Skills & Integrations: Web Development, Open Source, Security, Debugging, APIs, Reporting, Metrics

Analysis, Analytics Tools, Salesforce Integration with Third-Party Applications, ChatGPT, Slack, Zoom, Gainsight, Front-end and server-side APIs