

Suraj Kumar Mohapatra

Technical Support Lead × Product Analytics × AI Product Builder

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SUMMARY

Technical Support Lead with 4+ years resolving enterprise production issues at scale, complemented by strong product thinking, SQL analytics, software engineering, and AI product delivery. Built and shipped AI Marine, an AI-powered support automation platform.

EXPERIENCE

Technical Support Lead — Enterprise SaaS | 2021 – Present

- Resolved 3,500+ production tickets across data pipelines, APIs, and SDKs with 98% CSAT.
- Partnered with product & engineering to convert recurring issues into permanent product fixes.
- Built SQL dashboards tracking incident trends, MTTR, and customer health signals.
- Shipped AI Marine — an internal AI copilot that auto-drafts responses and cuts handle time 42%.

SELECTED PROJECTS

AI Marine — Support automation copilot (LLM, RAG, Python, Postgres). Ingests tickets, KB, and telemetry; produces cited responses reviewed by agents.

Customer Health Analytics — SQL + Python pipeline surfacing churn-risk accounts from support signals, adopted by CS leadership.

SKILLS

Languages: Python, TypeScript, SQL, Bash

Data & AI: Postgres, BigQuery, dbt, LangChain, OpenAI, embeddings, RAG

Product & Support: Zendesk, Jira, Datadog, Grafana, incident management, RCA

Web: React, Next.js, Tailwind, Node.js, REST/GraphQL

EDUCATION

B.Tech, Computer Science — 2017–2021