

YOGASHWER NATH SHARMA

Technical Customer Support Specialist

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PROFESSIONAL SUMMARY

Detail-oriented **Technical Customer Support Specialist** with **3+ years** of hands-on experience supporting a production SaaS platform deployed across **20+ institutions**, plus **5 years** of teaching and customer-facing experience. Proven track record of resolving complex technical issues, managing high-priority tickets across email and live channels, and maintaining superior CSAT scores through clear communication and meticulous follow-through.

Working knowledge of **cryptocurrency, blockchain payment flows, and digital wallet support** through exposure to a crypto-enabled gaming platform. Skilled in troubleshooting payment gateway issues, customer onboarding, account access management, and turning customer feedback into actionable product improvements.

CORE SKILLS

Technical Support: Troubleshooting, root cause analysis, ticket management, SLA adherence, escalation handling, incident management, customer issue resolution, post-resolution follow-up

Customer Engagement: Email correspondence (Outlook), live chat support, voice & non-voice channels, query resolution, customer success management, CSAT focus, stakeholder communication

Productivity Tools: Advanced Excel (VLookup, Pivot Tables), MS Office Suite, Google Sheets, PowerPoint, Outlook, Citrix, CRM software, Postman (API testing), Swagger

Crypto / Fintech Support: Cryptocurrency basics, blockchain payment flows, crypto wallet authentication, gaming/fintech transaction support, payment gateway troubleshooting (Razorpay)

Process & Quality: Process documentation, knowledge-base writing, FAQ creation, quality assurance, data integrity, 100% accuracy in customer records, daily reporting

Soft Skills: Problem-solving, analytical thinking, time management, attention to detail, active listening, written & verbal communication, mentorship, collaborative teamwork

Operating Systems: Windows, basic Linux/Unix command-line familiarity

Languages: English (Fluent), Hindi (Native)

WORK EXPERIENCE

Technical Support Specialist

Jan 2023 – Present

YN Software, Bareilly

- Provided **end-to-end technical support** for a Multi-Tenant School ERP deployed across **20+ educational institutions** — covering admissions, fees, exams, attendance, and reporting modules.
- Managed customer queries through **email (Outlook), live chat, and support tickets** — diagnosing issues, providing workarounds, and coordinating with engineering for permanent resolutions.
- Maintained **100% SLA adherence** on customer-reported issues across high-priority and standard tickets.
- Supported the **Razorpay payment gateway** — debugging failed transactions, reconciling settlements, and assisting customers with payment workflow issues and refund processing.
- Handled account access escalations including login issues, role-based permission errors, password resets, and customer onboarding queries.
- Gained exposure to a **crypto-enabled gaming platform** — developing working knowledge of crypto/wallet-based authentication, payment flows, and high-throughput transaction handling.
- Maintained **100% accuracy** in customer records and transaction history through meticulous tracking, verification, and daily reconciliation workflows.
- Collaborated daily with internal teams (engineering, QA, and product) to align on customer-reported priorities, resolve cross-functional blockers, and drive process improvements.
- Consistently met daily productivity targets, including ticket volume, response time, and quality benchmarks.

Computer Science Teacher

Jul 2014 – Mar 2019

Private School, Uttar Pradesh

- Taught Computer Science, Mathematics, and Science — developing strong skills in explaining technical concepts to non-technical audiences (a critical foundation for customer support).

- Gained deep understanding of school administration workflows — later applied directly to providing customer support for an ERP platform serving the same audience.
- Built strong communication, patience, and problem-solving skills working with students, parents, and administrative staff.

KEY ACHIEVEMENTS

- Provided ongoing technical support to 20+ institutions with consistent SLA adherence and high customer satisfaction.
- Successfully supported live Razorpay payment gateway transactions, including debugging of failed payments and refund workflows.
- Maintained 100% data accuracy on customer records through verification workflows.
- Gained exposure to crypto-enabled fintech platform — positioning for crypto/fintech customer support roles.
- Recognized for clear technical communication and customer-first approach.

EDUCATION

Master of Computer Applications (MCA), Feroze Gandhi Institute of Engineering & Technology, Raebareli, Uttar Pradesh