

Mohit Agarwal *Product Specialist*

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Profile

Enthusiastic and results-oriented Technical Support Professional with 5 years of experience in supporting Informatica products. Skilled in troubleshooting and debugging product issues, efficiently resolving critical escalations, and providing clear, concise instructions for issue resolution. Strong communication and interpersonal skills to collaborate with cross-functional teams, ensuring exceptional customer satisfaction. Eager to leverage my technical expertise and customer service skills to excel in a Support Engineer role.

Professional Experience

Product Specialist, Informatica

Apr 2023 – present | Bengaluru, India

- Managed high-profile escalations and critical customer accounts, troubleshooting complex technical issues including performance debugging in Linux/Unix and Windows environments.
- Collaborated with R&D, cloud engineering, and security teams to identify bugs and implement solutions for cloud as well as on-premise products.
- Diagnosed and resolved network-related issues, including TCP/IP, DNS, proxy configurations, load balancing, and network bottlenecks, enhancing overall system performance and stability.
- Designed and deployed custom monitoring tool, improving early bug detection and accelerating cloud-based issue resolution.
- Led initiatives increasing PS Review SLA% to 96.6 and reducing case closure time.
- Acted as a subject matter expert for product integration issues.
- Conducted knowledge transfer (KT) sessions, boosting team proficiency in handling complex troubleshooting scenarios.

Associate Product Specialist, Informatica

Nov 2021 – Mar 2023 | Bengaluru, India

- Provided advanced troubleshooting for Informatica Data Quality and its integration with Enterprise Data Catalogue, Power Center, and Power Exchange.
- Assisted customers with complex configurations and resolving critical issues, improving customer satisfaction.
- Led “Ask an Expert” and “Brownbag” sessions, earning praise from customers for delivering expert insights and problem-solving strategies.
- Automated build and test processes using Jenkins pipelines, boosting team productivity by 30%.
- Developed an automated Windows build environment tool, reducing setup time by 50% and significantly increasing support team efficiency.

Associate Software Engineer, Informatica

Sep 2020 – Oct 2021 | Bengaluru, India

- Improved troubleshooting efficiency by developing deep expertise in product components and utilizing advanced debugging tools like Wireshark, Jstack, and Procmon.
- Played a key role in handling critical escalations and driving product enhancements as part of the EST zone focus group and GCS supportability fix team.
- Took on responsibilities for Product Specialist reviews, demonstrating adaptability and technical proficiency in resolving complex issues in multi-node environments.

GCS Intern, Informatica

Aug 2019 – Aug 2020 | Bengaluru, India

- Gained in-depth knowledge of product architecture, allowing for efficient troubleshooting and resolution of customer issues
- Commended for immediate availability and on-call issue resolution, reflecting exceptional customer service and problem-solving abilities.
- Played a crucial role in replicating customer issues to diagnose and resolve high-priority issues, demonstrating strong debugging and technical support capabilities.

Skills

- Java, Python
- SQL, Redshift, S3
- SSO, LDAP, REST API
- Wireshark, Procmon, Debug Diag, Jstack, MAT, Linux System Administration
- Jenkins, Docker, Perforce, Git
- Linux/Unix, Windows
- TCP/IP, DNS, SSL, Load Balancing, Proxies

Education

B.Tech (CSIT), *Institute of Technical Education and Research, SOA*

2020 | CGPA: 8.81

ISC (Higher Secondary), *Sri Krishna Public School*

Mar 2016

Awards

- **Think Customer First:** For handling critical customer escalation accounts, unblocking customers and handling POC's issues.
- **Do Good:** For preparing the self-enablement technical contents for new joiners in the team.
- **Aspire and Innovate:** For contributing to tools that helped improving team productivity.

Interests

- Reading Books
- Physics & Cosmos Enthusiast
- Playing Guitar
- Mythology