

Vivaan Menon

Technical Support Specialist

VM

Surat, India vivaan.menon@example.com Fictional sample

01 Professional profile

Technical Support Specialist with an illustrative 11-year career focused on technical troubleshooting and reproducible issue investigation. Core strengths include Log analysis, API troubleshooting and SQL. Selected examples describe the challenge, contribution and handover materials.

02 Professional experience

Jul 2022 - Present

Technical Support Specialist

Asterline Customer Solutions · Surat

Delivered defined workstreams in technical troubleshooting and reproducible issue investigation, coordinating reviewers and delivery partners.

- Created a safe evidence checklist and reproduced failures in a test environment.
- Documented symptoms, prerequisites and validated fixes without publishing sensitive client data.

Jul 2018 - Jun 2022

Technical Support Specialist

Northmere Customer Solutions · Surat

Developed hands-on experience across technical troubleshooting and reproducible issue investigation, with a defined review process.

- Used log analysis and issue reproduction on assigned work; recorded decisions so colleagues could understand the approach.
- Prepared handover materials and incorporated specialist feedback before closing the workstream.

Jul 2015 - Jun 2018

Customer Service Associate

Cedarfield Customer Solutions · Surat

Built foundations through supported assignments, observation and practical feedback.

- Assisted with API troubleshooting and knowledge writing, checking work with an experienced reviewer.
- Kept organised work records and developed clear handover habits through supervised practice.

EXPERTISE

Core capabilities

Log analysis

API troubleshooting

SQL

Issue reproduction

Knowledge writing

Escalation notes

SELECTED WORK

Integration troubleshooting

Diagnostic guide and escalation packet

Recurring issue library

Troubleshooting articles and review record

LANGUAGES

English - professional working

Hindi - professional working

CAREER CONTEXT

11 years in this illustrative career.

Three appointments.

Full work examples on page 2.

03 Customer experience cases

Find the cause. Explain the fix.

WORK EXAMPLE 01 / ILLUSTRATIVE	Context Support escalations lacked reproducible request details. Contribution Created a safe evidence checklist and reproduced failures in a test environment.
Integration troubleshooting	
Prepared for handover	
Diagnostic guide and escalation packet	

WORK EXAMPLE 02 / ILLUSTRATIVE	Context Engineers repeatedly investigated the same configuration errors. Contribution Documented symptoms, prerequisites and validated fixes without publishing sensitive client data.
Recurring issue library	
Prepared for handover	
Troubleshooting articles and review record	

04 Education

2013 – 2015

Postgraduate Diploma in Technical Support
Asterbridge Institute of Professional Studies
Specialist study with a practice focus on log analysis and API troubleshooting.

2009 – 2013

Bachelor-level study in the relevant discipline
Cedarhaven College of Applied Studies
Foundation study, practical assignments and supervised learning. Fictional institution and qualification record.

05 Professional development

2024

Log analysis - advanced practice workshop
Scenario exercises and peer review in technical troubleshooting and reproducible issue investigation.

2025

Issue reproduction - reflective practice seminar
Applied learning reviewed through a bounded example and a written reflection.
Continuing learning examples, not licences or independently verified certifications.

06 Practice & evidence notes

Work focus	Evidence status	Contribution scope
Technical troubleshooting and reproducible issue investigation	Illustrative work descriptions; no source artefacts attached	Owned the stated workstream, not all team outcomes

Every employer and institution in this CV is fictional. The two work examples describe individual contributions; supporting artefacts and externally measured outcomes are not supplied. Replace example information with accurate records and permission-cleared work before using this CV.