



Mayur Mesavani

Technical Support Engineer

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PROFESSIONAL SUMMARY

Technical Support Engineer with **3.5+ years** of experience delivering high-impact solutions for global **SaaS e-commerce(B2B and B2C)** clients. Recognized for developing a deep, inside-out understanding of products to deliver fast, accurate, and effective resolutions.

Proficient in log analysis, REST API integration/customization, debugging workflows, and cross-functional collaboration. A clear communicator and proactive problem-solver who thrives in high-pressure environments and consistently transforms technical complexity into actionable solutions.

Currently building hands-on expertise in the cloud domain, with a strong focus on AWS, Docker, Kubernetes, CI/CD pipelines, and observability tools (Grafana, New Relic). Actively learning full-stack application deployments and infrastructure automation to bridge support and DevOps workflows.

SKILLS SUMMARY

Languages & Scripting: HTML, CSS, JavaScript, Groovy, Bash

Cloud Platform: AWS

Observability tools: Grafana, Prometheus, New Relic

Databases: SQL(PostgreSQL), NoSQL(MongoDB)

Version Control: Git, GitHub

Operating Systems: Linux, Windows, macOS

Tools & Platforms: Postman API, Developer Tools, Kibana, Apache SOLR, FileZilla, JIRA, Freshdesk, Zendesk, ServiceNow, Confluence

Soft Skills: Problem-Solving, Analytical Thinking, Effective Communication, Technical Writing, Time Management, Decision Making, Team Collaboration, Attention to Detail

PROFESSIONAL EXPERIENCE

Technical Support Engineer | Klevu | Apr 2023 – May 2025

- Delivered technical support for global e-commerce clients using Klevu's AI-based search platform across Shopify, Magento, BigCommerce, and custom stores using channels such as support tickets and live chats.
- Owned the creation and maintenance of public-facing support content (FAQs, guides, troubleshooting docs), applying technical writing skills to simplify complex product workflows into simple, step-by-step instructions for end users.

- Diagnosed issues using Postman, Linux CLI commands, Kibana/service/system logs, Apache SOLR, and Browser Developer Tools.
- Resolved search relevance issues by analyzing client requirements and implementing backend configurations within the Apache SOLR ecosystem, including schema modifications, query transformation scripts, backend flag tuning, etc.
- Assisted clients with JSON/XML API integration for data indexing and storefront implementation.
- Owned backend issue resolution by identifying root causes and creating detailed bug reports for cross-functional teams via JIRA.
- Performed post-deployment end-to-end sanity checks to validate newly implemented features and overall system stability.
- Designed, tested, and deployed Groovy scripts to implement client-specific customizations across search and indexing workflows.
- Monitored system health and uptime through Slack-integrated alerts from Nagios, Pingdom, and Grafana dashboards.

SaaS Support Engineer | *elinfochips* | Oct 2021 – Mar 2023

- Supported multiple B2B e-commerce websites built on the Intershop backend.
- Set up and verified SFTP locations using FileZilla to ensure secure file transfer access between local systems and Intershop backend servers.
- Monitored Azure Data Factory and BOOMI jobs, ensuring swift data flow operations across systems.
- Reported and tracked bugs to ensure timely resolution by development teams.
- Played a crucial role in decreasing the open ticket count.
- On another L1 project, led a 3-member team in a video tagging project for automated recognition training datasets.

EDUCATION

Bachelor of Computer Applications (BCA) - S P University, Anand, Gujarat | Shree P.M. Patel College of Technology, Anand | 2017 – 2020

CERTIFICATIONS AND LEARNINGS

- [Postman API Fundamentals Student Expert certification - Postman Academy](#)
- [SQL for Data Engineering - LinkedIn Learning: Github Documentation](#)
- [MongoDB Essential Training - LinkedIn Learning](#)
- AWS Cloud Practitioner Essentials – AWS Skill Builder