

AMIT KUMAR JHA

Technical Support Specialist | Product & SaaS Operations | CRM & Ticketing Systems (Salesforce, Zendesk, Lark) | Incident & Escalation Management

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<https://amit-jha-portfolio.vercel.app/> | [linkedin.com/in/amit-jha-support](https://www.linkedin.com/in/amit-jha-support)

PROFESSIONAL SUMMARY

Technical Support Specialist with 3+ years of experience in product & SaaS operations, CRM & ticketing systems (Salesforce, Zendesk, Lark), and incident & escalation management. Proven track record of managing 100+ daily customer interactions with high CSAT scores. Skilled in AI model evaluation, prompt assessment, and CRM-driven issue resolution. Creator of QualiVibe AI — a full-stack lead qualification tool built with Google Gemini API. Seeking roles in Technical Support, SaaS Operations, CRM & Ticketing Systems, or Incident & Escalation Management.

PROFESSIONAL EXPERIENCE

AI Evaluation & Quality Assurance Specialist (Project-Based)

Hanshake AI | India | 2026 – Present

- Evaluated 13+ specialized AI model tasks, auditing proposal quality and verifying technical requirements against strict accuracy benchmarks
- Analyzed AI-generated logic and outputs, validating prompt efficacy to optimize system performance
- Partnered with tech teams to streamline automated data validation pipelines and reduce manual review time

Customer Support & Operations Specialist

BT Wave Solution Pvt Ltd | Noida | Jun 2025 – Present

- Managed 100+ daily chat interactions on Lark, Telegram, and WhatsApp, resolving complex gaming account and transaction queries
- Handled end-to-end onboarding support – new user registration, bank account add/update/remove, and UPI verification

- Processed USDT and in-game chip purchase requests, ensuring accurate transaction records and timely issue escalation
- Maintained high CSAT scores through empathetic, process-driven issue resolution and real-time communication
- Collaborated with internal teams to track recurring issues and improve response turnaround time

Customer Care Executive

Tumbledry Solution Pvt Ltd | Noida | Jul 2023 – Jun 2025

- Acted as primary escalation point for complex service requests, handling 100+ monthly client interactions
- Designed client retention workflows and generated weekly performance reports using internal reporting tools
- Mentored and trained incoming support personnel on operational protocols and quality frameworks

Data Entry & Back-Office Operations Clerk

ABC Solutions | Jul 2022 – Dec 2022

- Managed high-throughput data processing using advanced Excel (Pivot Tables, XLOOKUP, VLOOKUP)
- Optimized documentation and record-keeping systems for operations

PROJECTS

QualiVibe AI – Autonomous Lead Qualification Engine

Creator & Full-Stack Developer

- Engineered an inbound sales qualification web app using Google Gemini API (gemini-3.6-flash) to automate prospect evaluation and generate pitch strategies in under 3 seconds
- Architected a zero-overhead, privacy-first BYOK (Bring Your Own Key) model using browser localStorage – eliminated server database dependencies
- Built dynamic lead history tracking with 1-click CSV export for direct CRM and pipeline spreadsheet ingestion
- **Tech Stack:** JavaScript (ES6+), Google Gemini API, Tailwind CSS

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Computer Applications (BCA) – Computer Science

Lovely Professional University (LPU) | Jul 2023 – Jul 2026

- **Core Subjects:** DBMS, Data Structures, Software Engineering, Web Systems

Training & Development Certification Program (12-Week Intensive)

IIT Roorkee | Completed with 72% Aggregate

- Specialized in corporate workflow instruction, professional communication, and operational team management
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CORE COMPETENCIES & TECHNICAL EXPERTISE

AI Evaluation & Quality Assurance

- AI Model Evaluation
- Prompt Assessment
- Requirement Verification
- Low-Code Workflow Integration
- Data Validation

Technical Support & SaaS Operations

- CRM & Ticketing Systems (Salesforce, Zendesk, Lark)
- Incident & Escalation Management
- Ticket Tracking & Resolution
- Product & SaaS Operations
- Customer Support Operations

Professional Competencies

- Cross-functional Leadership
- Analytical Problem-Solving
- Stakeholder Communication
- Corporate Training & Development Methodologies

Tools & Technologies

- Advanced Excel (Pivot Tables, XLOOKUP, VLOOKUP)
- MS Office Suite
- Google Sheets
- JavaScript (ES6+)
- Google Gemini API

- Tailwind CSS

Operations Management

- Escalation Handling
- CRM Management
- Query Resolution
- Back-Office Process Management