Irfan Moosani

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Summary

Personable and knowledgeable IT support specialist with over 20 years of experience assisting customers with various SAAS, Hosting Platform and Web Application related issues. Provided in-depth technical support to clients at Tier 1 and Tier 2 level, solving 97.2% of issues without transferring to Tier 3 support.

Objective

My mission is to change the way people think about support and to create a support system that is not just limited to answering questions, but to guide users to success, with focus to shift customers' rational, transactional relationship to an emotional relationship. Hence reducing Customer Acquisition Costs (CAC), lowering the churn rate, improving customer retention, more cross-selling and upselling, leading to happier customers.

Core Accomplishments

- Exceeded revenue target and retained 80% of the Tier 3 customers in the second year, by driving each customer to retain and renew their contract, and influencing up-sell.
- Conceived and Accomplished a new Support office in India for US based company to lower down overall support cost
- Achieved Telesales figures higher than any other call-centre agent in team of 40+ for 90% of months
- Promoted as Exam Officer for conducting exams for students and training of co-workers

Key Skills

- Process Improvements
- Understanding of Team and Customers
- Offshore Team Collaboration
- Customer Relationship Retention and Optimization
- Contribution to Documentation and Knowledgebase

Professional Experience

Level 2 Support Engineer   Sep 2017 – Mar 2020
Acyba.com, France (Remote)

- Testing new released versions, troubleshooting escalated problem tickets involving integration codes with 3rd party components using API/ Mysql queries and identifying solutions
- Assisting customers in creating Automation workflows based on triggers
- Scoping customer's issue by collecting the relevant facts and investigate the problem by doing research and by involving other teams as needed using HelpScout ticket system.
- Document technical work and research to help colleagues, improve the product, and improve the support experience.

Co-Founder and Operations Manager (India)   Aug 2008 - Apr 2016
CloudAccess.net, Michigan, USA(Remote)

- Assisting the development of group brainstorming and discussion of software structure, feature sets, and new technologies for SAAS solution in a startup environment
- Responsible for provide supervise to managed service team on day to day basis to oversee SLA metrics and identify opportunity for service improvement
- Creating reports based on KPIs and goals
- Stakeholder communications on performance, plans and service disruptions (planned & unplanned)
- Performing initial root-cause system analyses and assisting in creation of action plans to minimize recurrences of identified issues.
- Making customers as profitable and productive as possible
- Providing input as well as communicating company strategy and motivating the team toward achieving company vision and managing support operations and performance reviews
- Articulating issues that require escalation to next level support, which can include the development team/management and cross-division internal business owners/management
- Utilizing the service desk ticketing system to record and track tickets; monitoring the application, troubleshooting and documenting problems in ticketing system
- Assisting customers with smooth transition to SAAS platform, application usage and questions, technical problem resolution, and providing training on basic and advanced system features.
- Manage and Follow up leads through CRM system (Honeybook.com) and Onboarding Clients using Zoom
- Resolving Domain Purchase, Domain Renewal and Email setup issues for customers

CMS Integrator (Joomla / Wordpress) (Remote)   Jan 2006 - Aug 2008
Freelancer, Ahmedabad

- Customer support and technical issue resolution for (Content Management Systems) like Joomla and Wordpress
- CMS Integration, website maintenance, backups and upgrade for sites using PHP, MySQL, CSS and HTML
- API integration of Joomla with Acymailing, RSForms, Akeebabackup, Affiliate Tracker etc.

IT Specialist: Web Administrator   Nov 2003 - Dec 2005
Azure Knowledge Corporation, Ahmedabad

- Overhauled Client's web sites written in PHP interfacing with MySQL DB as backend
- Administered all aspects of client's website, including publishing, updating, and managing content and products
- Developed custom internal web applications integrated with database, to customize computer configuration before buying a computer
- Executed on-site, phone, and remote technical support to clients

Sales Calling Executive   Aug 2001 - Nov 2003
Icall Call Centre, Ahmedabad

- Telesales figures higher than any other call centre agent in team of 40+ for 90% of months. Maintained highest sales average during campaign period.
- Maintained a high level of knowledge and understanding of product features, services, marketing promotions and special offers
- Processed and collected payments from customers
- Managed high volume phone inquiries

- Trained and supervised new employees

Trainer, Lecturer and Exam officer   Apr 1999 - Aug 2001
Azure Computer Institute (C. U. Shah College), Ahmedabad
- Conducted Training on Computer basics, Programing basics, Programing languages and Databases
- Prepared Study Material and Course Books for Programing Fundamentals, OOPs Concepts etc
- Supervised Exams ensuring that examination procedures are followed
- Enforced both classroom, administration policies and rules at all times
- Established positive relationships with students, parents, colleagues and administrators
- Participated in regular training courses to keep up-to-date with new teaching methods and techniques
- Trained fellow teachers and administrators

Teaching Faculty   Oct 1998 - Apr 1999
LCC (Lakhotia Computer Centre), Ahmedabad
- Taught and guided students of Computers and Fundamental of Computer Programing
- Fulfilled students' requests and assigned them to appropriate computers in lab and assisting them in the computer lab on various technical questions on Microsoft Excel, Microsoft Word etc

Education

- Microsoft Certified Professional   2002
- Diploma in Software Engineering from Tulec
- Bachelor of Commerce (B.Com) Delhi University / Gujarat University
- 12th from HansRaj Model School (Delhi) (CBSE)

Volunteer Activities

- Helping resolve technical issues at forum.acymailing.com
- IT consultant and WebSolution provider at Halai Memon Moti Jamat, Ahmedabad
- Broadcasting and IT Committee member at All India Memon Jamat Federation, Mumbai
- Revived Joomla user Group in Philippines – Article Published in Joomla Community Magazine Jan 2015
- Joomla Awareness Outreach Seminar in Ahmedabad

Tools Used

WHMCS Ticket and Billing System, Kayako, HelpScout, Teamviewer, Zoom, Slack, Skype, Trello, Clickup, Basecamp, Cpanel, Plesk, Honeybook(CRM)