Janardh K

CUSTOMER SUCCESS ENGINEER

Profile

- Strong technical skills in software development and deployment
- Knowledge of software development methodologies and project management
- Familiarity with programming languages, databases, and operating systems
- Ability to analyze and troubleshoot technical issues
- Strong communication and collaboration skills to work with cross-functional teams
- Ability to provide software training and support to end-users
- Attention to detail and ability to prioritize tasks and meet deadlines.

Employment History

Customer Success Engineer, Pillir, Chennai

FEBRUARY 2021

My Roles and Responsibilities as a Customer Success Engineer has been:

- Collaborated closely with customers to create and implement tailored applications using the Pillir Platform, consistently achieving high levels of customer satisfaction with the software and services provided.
- Worked alongside the Customer Success Manager to provide implementation services that facilitated the development and deployment of apps, ensuring successful outcomes.
- Conducted detailed business and gap analyses, gathered business requirements, and designed apps architecture that accurately met the needs of each customer.
- Designed and modeled apps user-experience to optimize user engagement and satisfaction levels.
- Expertly integrated apps with various customer backend applications, including SAP, Oracle, Salesforce, databases, and custom/legacy systems.
- Performed comprehensive app testing, including functional tests, performance tests, and user-acceptance tests, to ensure the delivery of high-quality apps.
- Managed all change, deployment, and roll-out activities, guaranteeing seamless app deployment for customers.
- Provided exceptional technical support and guidance to customers, ensuring effective use and adoption of the Pillir Platform.

Utilized the Pillir platform to create and deploy a range of applications, examples of which are listed below:

- **Time sheet entry:**
  - Time Sheet Entry is a web and mobile application designed to streamline the process of recording employee time entries across various projects and tasks.
- **Time sheet admin:**
  - Time Sheet Admin is a web-based application that enables users to easily configure client, project, and employee information.
- **Time sheet Report:**
  - Time sheet Report is a web-based application developed to review time entries, generate customer invoices, and send email reminders to users who have not completed their time entries.

Details

Chennai
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Skills

HTML

CSS

JavaScript

React JS

mySql

- **PR Creation:**
  - I have designed an online application named PR Creation, which simplifies the process of raising purchase requisitions (PR) by providing an intuitive and user-friendly form.
  - This application is integrated with SAP, enabling the seamless creation of PRs in the SAP system. With PR Creation, users can easily submit PRs with all the necessary information, reducing the time and effort required for manual data entry.
  - This application improves the accuracy and speed of the PR creation process, ensuring timely procurement of goods and services.
- **PR Approval:**
  - I have developed a mobile application called PR Approval, which allows users to review and release purchase requisitions (PR) in SAP.
  - This application is integrated with SAP and operates based on the SAP release strategy.
  - With PR Approval, users can easily review and approve PRs on-the-go, ensuring timely procurement of goods and services. This application streamlines the PR approval process, increasing efficiency and reducing delays in the procurement process.
- **PO Creation:**
  - I have developed an online application called PO Creation, which streamlines the process of generating purchase orders (PO) by providing a user-friendly form that is easy to navigate.
  - This application is seamlessly integrated with SAP, enabling the efficient creation of POs within the SAP system. With PO Creation, users can easily submit POs with all the required details, eliminating the need for manual data entry, and significantly reducing the time and effort required to generate POs.
  - This application enhances the accuracy and speed of the PO creation process, ensuring prompt procurement of goods and services.
- **PO Approval:**
  - I have created a mobile application named PO Approval, which enables users to review and release purchase orders (PO) in SAP while on the move.
  - This application works seamlessly with SAP and operates based on the SAP release strategy. With PO Approval, users can easily review and approve POs from anywhere, ensuring the timely procurement of goods and services.
  - This application simplifies the PO approval process, boosting efficiency, and minimizing delays in the procurement process.

Education

Bachelor of Engineering , Anna University, Chennai (80%)

APRIL 2017 — MARCH 2021