

Abhishek C Naik

Lead Application Support Engineer · Bengaluru, India

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SUMMARY

Support operations leader with 9+ years in B2B SaaS, restaurant tech, automotive SaaS and DevSecOps. Built a support organization of 33 at Tekion, supported 50+ enterprise clients, and mentored 10+ engineers. Strong in incident management, RCA, API and webhook troubleshooting, and release readiness.

EXPERIENCE

Lead Application Support Engineer · *Cloud services company* Jun 2026 – Present

- Own application support, incident management, API troubleshooting and escalations.

Application Support Lead · *Novatab Inc* Apr 2024 – May 2026

- Supported 50+ enterprise clients across restaurant tech, POS, payments and integrations; owned P1/P2 incidents.
- Mentored 10+ engineers.

Senior Application Support Engineer · *AutoRABIT* Nov 2023 – Apr 2024

- Handled enterprise escalations for a DevSecOps and CI/CD platform; API troubleshooting.
- Ran customer API walkthroughs and onboarding sessions.

Application Support Engineer → Lead → Manager · *Tekion* Jan 2020 – Sep 2023

- Built a support organization of 33 for automotive SaaS (DMS, CRM, payments).
- Cut P1 incidents by up to 30% and repeat high-severity incidents ~25% YoY through RCA, release readiness, UAT coordination and hypercare.
- Improved API issue resolution time ~25% and client-side failures ~20% using Postman, API logs and structured Jira tickets.
- Reduced ticket volume 25–30% by turning ticket trends into product fixes and QBR insights.

Lead Consultant, Customer Operations · *Telligent Support LLP* Mar 2018 – Jan 2020

- Led a customer-operations team; cut wait times ~50% and raised CSAT by 17%.

Customer Service Associate · *Concentrix* Jul 2017 – Feb 2018

- Maintained a 4.8/5 customer satisfaction score.

SKILLS

Support tools: Zendesk, Freshdesk, Salesforce Service Cloud, Jira Service Management

Technical: Postman, REST APIs, API logs, webhook debugging, system logs, payment/POS integrations

Leadership: Incident management, RCA, escalation management, release readiness, hypercare, team mentoring

AI & documentation: Claude, ChatGPT, Gemini, AI-assisted documentation, SOPs, technical writing

EDUCATION

Bachelor of Engineering, Computer Science and Engineering 2013 – 2017

Visvesvaraya Technological University, Bengaluru