VINODAKUMARA A

CSE at Contentstack

📞 7406041047 ✉ vinu22149@gmail.com

ABOUT ME

I'm a T1 Customer Success Engineer with nearly 3 years of experience at Contentstack, where I've consistently delivered high-quality support and solutions. I've independently resolved over 85% of incoming support tickets without escalation to Tier 2, demonstrating both technical proficiency and ownership. My customer-centric mindset have helped me maintain a CSAT score of 4.5+ out of 5, reflecting my commitment to delivering excellent customer experiences.

SKILLS

- Javascript
- CMS & CDN
- Nodejs
- Customer Success
- Git & CLI
- Salesforce & JIRA
- React & API's

EXPERIENCE

2024 - NOW
Borcelle Studio

CSE, T1 at Contentstack

2022 - 2024
Contentstack

Associate CSE at Contentstack

SOCIAL MEDIA

- Github - https://github.com/vinod-kumar1?tab=repositories
- LinkedIn - https://www.linkedin.com/in/vinod-kumar-62a52622a/
- Portfolio - https://vinod-kumar1.github.io/ThisIsVinod/

EDUCATION

Bachelors of Engg, ECE.   2018-2022