

GYANESHWER KUMAR

Software Engineer

candidates.intervues.club/u/gyaneshwer

SUMMARY

Software Engineer with a strong background in technical support, issue diagnosis, and workflow automation. Proven track record of analyzing technical issues, authoring comprehensive documentation, and designing automations to significantly increase team efficiency. Holds a Bachelor of Computer Applications degree.

EXPERIENCE

Tech Support Analyst

R1 RCM

Jul 2024 – Present

- Served as a front-line technical support contact, resolving 50+ ServiceNow tickets weekly while consistently meeting SLA targets for response and resolution time.
- Reproduced and diagnosed recurring technical issues to root cause, partnering with cross-functional engineering teams to implement fixes that reduced repeat incidents by 80%.
- Authored clear troubleshooting guides and knowledge-base articles to accelerate resolution times for the support team and facilitate customer self-service.
- Designed and rolled out workflow automations that reduced manual ticket-processing time by 90%.
- Communicated with cross-functional stakeholders to triage and prioritize complex technical issues under strict time constraints.
- Supported US-based healthcare provider operations by translating technical and administrative issues into actionable guidance for non-technical stakeholders.

EDUCATION

Ewing Christian College Prayagraj, Uttar Pradesh · Bachelor of Computer Applications (BCA) · 2019 – 2022

SKILLS

Languages and Frameworks: JavaScript, SQL, Node.js, React

Databases: MongoDB

Tools: Git, GitHub, REST APIs, Ticket & Incident Management (ServiceNow)