

CHAITANYA SETHIYA

Technical Support Engineer

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PROFESSIONAL SUMMARY

Experienced Technical Support Engineer with expertise in SaaS platforms, API integrations, automation workflows, and customer onboarding across communication and cloud-based systems. Skilled in troubleshooting complex technical issues, supporting workflow integrations, and guiding customers through implementation and platform adoption. Experienced in tools and technologies including REST APIs, Postman, Make, and WhatsApp APIs, with a strong focus on customer success, operational efficiency, and cross-functional collaboration in high-volume SaaS environments.

SKILLS

REST APIs • Webhooks • Postman • API Testing • Integration Troubleshooting • Technical Product Support • Workflow Troubleshooting • Customer Onboarding • Make (Automation) • WhatsApp Business API • SMS • Voice IVR • DLT Registration • DNS • SPF • DKIM • Jira • HubSpot

WORK EXPERIENCE

Technical Support Associate | Walkover Web Solutions @ MSG91, Indore

December 2024 – Present

Managed technical support and onboarding operations for CPaaS and automation-based SaaS products, assisting stakeholders across communication channels including WhatsApp, SMS, Voice IVR, Email, and RCS. Supported business clients with API integrations, messaging services, workflow automation, and platform onboarding.

- Resolved 250+ monthly support tickets and conducted 300+ onboarding/troubleshooting sessions.
- Built and deployed 8–10 monthly chatbot and API automation workflows for operational and customer support use cases.
- Guided 40–50 businesses monthly through Meta verification, WhatsApp API integration setup, and DLT onboarding processes.

Customer Care Executive | Teleperformance, Indore

December 2023 – November 2024

- Resolved customer tickets efficiently using a ticket management system, maintaining high service quality.
- Conducted regular client meetings to address queries and ensure service satisfaction.
- Delivered solutions promptly, contributing to enhanced customer retention rates.

Sales Executive Intern | Whitehat Junior

May 2021 – August 2021

- Gained valuable sales insights through active participation in lead generation and client interaction.
- Achieved sales targets by effectively presenting products to potential customers.

Learning Intern | Planet-E, Mandsaur

July 2020 – December 2020

- Enhanced programming expertise through hands-on projects in C and C++.
- Collaborated with teams to develop efficient coding solutions.

EDUCATION

B.Tech, Computer Science & Engineering — Mandsaur University, Mandsaur (August 2020 – July 2024)

Senior Secondary Education — N.S. Singhvi School, Mandsaur (April 2019 – March 2020)

Secondary Education — St. Thomas Sr. Sec. School, Mandsaur (April 2017 – March 2018)

LANGUAGES

English • Hindi