

Mohammed Ismail

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SUMMARY

Experienced IT professional with 6 years of experience and a strong background in technical support and CRM systems. Proven expertise as a Technical Product Specialist, adept at troubleshooting issues involving both API and user interfaces (UI). Skilled in diagnosing and resolving technical problems, ensuring optimal system performance, and providing exceptional customer support.

EDUCATION

Masters in Information Technology

The New College • Chennai • 2019

SKILLS

- Rest API.
- Salesforce.
- Javascript.
- JIRA.
- DataDog.
- SQL.
- HTML.
- Slack

EXPERIENCE

Integration Specialist (API & UI)

Zoominfo

May 2022 - Present, Chennai

- **Expertise in Integrations:** Managed integrations (API and UI) and data mapping for leading CRMs such as Salesforce, Dynamics, HubSpot, Marketo, Outreach, Bullhorn and most of leading CRMs.
- **API Consultation:** Served as the primary point of contact for all ZoomInfo API-related inquiries, providing best practices and resolving issues.
- **Onboarding and Training:** Participating in onboarding sessions to train new users.
- **Workflow Automation:** Guided customers in building workflow automations tailored to their business needs.
- **Bug Tracking and Reporting:** Acted as the Single Point of Contact (SPOC) for maintaining, reporting, and following up on all bugs using Jira, ensuring timely resolution.
- **Product Advocacy:** Recognized as a FormComplete (ZoomInfo web-to-lead product) champion.
- **Seamless API Integrations:** Engineered seamless API integrations with third-party services, enhancing system compatibility, utilizing RESTful web services and JSON.

Product Specialist

Bolt

September 2021 - April 2022, Bangalore

- **First Point of Contact:** Addressed all API and SDK-related queries, and tracked product bugs/issues from internal teams and clients.
- **Documentation:** Created API and SDK documentation for pilot phase clients and technical issues.
- **Collaboration:** Worked with specialists, account teams, and analysts to provide timely client responses.
- **Product Improvement:** Spearheaded the launch of various API endpoints, driving a 25% increase in sales through market research and customer feedback integration.
- **Cross-Functional Collaboration:** Coordinated the release of over 15 new API endpoints by gathering customer feedback and working with the engineering team, increasing customer satisfaction and boosting sales revenue through effective training sessions and feature analysis.

Senior Associate

Wipro

June 2019 - August 2021, Chennai

- **Document and Queue Management:** Managed top-priority documents and queues for over 1,000 client requests monthly.
- **Salesforce Reporting:** Generated reports, improving data visibility and increasing operational efficiency by 20%.
- **Application Configuration:** Installed and configured client applications for 500+ users.
- **Dispute Processing Expertise:** Reduced resolution time by 25% through expert knowledge of applications and methodologies.