

# Naveen Gupta

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## Profile

Results-driven IT professional with over a decade of experience in Helpdesk, IT, product, SaaS support. Commended on the ability to provide high quality customer service, product insights, and technical acumen. Team player who values collaborative efforts to deliver the right value and user experience to the end customer. My previous experiences have prepared me for various roles, including:

- consulting
- knowledge management
- product and program management
- technical advisory
- technical enablement
- technical support
- technical support operations
- technical writing

## Education

Boston University  
Boston, MA  
May 2014  
Bachelor of Science: Computer Engineering

## Certifications

Introduction to Structured Query Language (SQL)  
Coursera  
October 2023

## Skill Sets

- APIs
- Akamai
- CRMs
- Content Delivery Networks (CDN)
- Customer Service
- JavaScript/JSON
- KCS
- Knowledge Management
- Linux
- Markdown
- Networking
- Product Management
- Shell Scripting
- SQL
- Troubleshooting

## Professional Experience

**Datadog** New York, NY  
Nov 2024 – Present

### Technical Escalations Engineer II

- Tier 2 Support Role: Serve as an escalation point for Datadog's Real User Monitoring product
- Oversee 5-7 escalations per week
- Review customers' implementations of RUM through the Datadog browser and mobile SDKs
- Troubleshooting SDKs available in JS, Android Kotlin, Android Java, iOS Swift, iOS Objective-C, ReactNative etc.
- Be a trusted advisor for customers and make recommendations on how to improve their overall RUM usage
- Develop training sessions, sandboxes, and labs for Datadog employees to learn about the RUM product
- Create KB articles on processes and technical troubleshooting
- Mentor new hires and coach them on best ticket practices and troubleshooting steps
- Additional product areas supported: Product Analytics and Session Replay, both built on top of Datadog RUM and geared towards different use cases

**Technical Support Engineer II** Nov 2023 – Nov 2024

- Partner with devops teams using Datadog's platform for their cloud and infrastructure monitoring
- Drive 20-25 issues to resolution per week
- Product specialist for synthetic user testing and real user monitoring products
- Troubleshoot and diagnose customer issues using Datadog logs/flares
- Review YAML files and provide guidance on optimized use and best practices for Datadog's product lines
- Review JavaScript code which collects user interactions on websites
- Reproduce and troubleshoot technical issues in multiple environments
- Assess feature requests/bugs and partner with product and engineering teams to offer solutions
- Write scripts to test API calls and advise customers on how to leverage the Datadog API in their stack
- Develop trainings and content for new hires and cross team training

**Akamai Technologies** Cambridge, MA | New York, NY  
Nov 2021 – May 2023

### Associate Product Manager

- Responsible for Akamai's Services and Support products: Premium 3.0, Enhanced SLA, Standard Support, Event Support, Broadcast Operations and Command Center (BOCC)
- Wrote and drove OKRs to completion
- Worked on improvements for 12 automated alerts for errors, unauthorized/unauthenticated users, and traffic volume on customer websites
- Conducted meetings with a team of 16 members from various field teams on product improvements
- Developed the roadmap for our Premium 3.0 product with a team of 4: product managers and architects
- Ran market analysis to identify improvements to product offerings
- Oversaw migration of customers from Premium 2.0 to Premium 3.0 products

**Senior Technical Support Engineer** Jan 2016 – Oct 2021

- Worked with 15 Premium Akamai customers to debug and diagnose issues with their websites
- Promoted from Technical Support Engineer (TSE) to TSE II and ultimately Senior TSE
- Managed multiple customer escalations for premium eCommerce and public sector customers which had high executive visibility within both Akamai and the customers' organizations
- Partnered with relevant stakeholders at Akamai to drive technical issues to resolution: engagement managers, project managers, solutions architects, support advocates, engineers, analysts, C-level executives, sales teams
- Served as an escalation point for standard customers who were at risk of churn and requested an aligned resource
- Wrote and maintained quality knowledge base articles for internal and external processes
- Investigated preventative measures and solutions to assist customers with common pain points
- Served as a mentor for multiple team members when they started at Akamai

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**Awards & Honors**

**Akamai Jan 2016 - May 2023**

*AkaLedes & Spot Awards*

- Presented to employees who go above and beyond their day-to-day tasks; recognized by management and peers

**Akamai April 2018**

*Most Impactful Team*

- Presented to a team of support engineers staffed during the holiday shopping season to ensure website readiness for eCommerce websites

**Akamai April 2018**

*Customer First*

- Presented to a team of support engineers who delivered exceptional value on Akamai products to their aligned customers

**IBM Cloudant**

Boston, MA

*Client Support Engineer, US East Lead*

Jul 2014 - Jan 2016

- Provided support for customers of Cloudant’s Database Platform and resolved 15-20 tickets/week
- Worked with CRM administrators to funnel in tickets to Slack chat spaces and view PagerDuty integrations
- Improved internal documentation on GitHub for processes and onboarded/mentored new team members
- Worked directly with operations engineers, technical account managers, and senior developers of the core software to troubleshoot and identify solutions for customers of the platform

**Boston University College of Engineering**

Boston, MA

*Student IT Consultant*

Sep 2012 - Jul 2014

- Assisted new student hires with fielding tickets from engineering faculty, staff, and students
- Wrote processes to assist peers with their day-to-day tasks
- Assisted senior and tenured faculty, staff, and graduate students on hardware and software requirements to carry out their research projects

**Projects**

**Datadog RUM Onboarding**

Apr 2025 – Aug 2025

- Developed labs for level 3 to 5 of the onboarding curriculum for Datadog support engineers
- Developed a website in CSS, JS, and HTML to serve as the basis for implementing and trying out Datadog RUM
- Partnered with Datadog’s technical enablement team to develop and review course content
- Resource for live/hands-on trainings

**Akamai Premium 3.0 Alerts**

Nov 2021 – May 2023

- Conducted meetings with a core team to improve alerts that get delivered as part of a managed service
- Developed the product roadmap in Confluence, tracked JIRAs, communicated updates to respective teams
- Coordinated with engineering to improve threshold recommendations for the core alerting engine

**Akamai Enhanced SLA**

Jul 2022 – May 2023

- Assessed current market value of an enhanced SLA offering and revised pricing strategy around the product
- Liaison with support leadership to understand pain points in delivering and meeting enhanced SLAs

**Akamai Knowledge Centered Support (KCS)**

Jul 2017 – Nov 2021

- KCS Coach: guided 4 teammates on writing quality KB articles and advance through levels of the KCS process
- Identified duplicate articles and lead consolidation efforts for easier readability and search-ability

**IBM Bluemix/Cloudant Integration**

Jul 2015 - Jan 2016

- Lead efforts to ensure a seamless user experience for users accessing Cloudant through the IBM marketplace
- Updated the backend database to resolve failed account signups and documented processes for co-workers