

Ameer Hamza Nasir

Technical Support & Application Support Engineer

(+92) 336 1948946 | ameer34493@gmail.com | LinkedIn | Westridge, Rawalpindi, Pakistan

PROFILE

Technical support analyst with close to eight years resolving Tier 2 issues across databases, cloud platforms, and CRM systems, including root-cause troubleshooting with SQL (MySQL, MS SQL, Oracle) and day-to-day work in Zendesk and Jira. Used to owning escalated cases end-to-end and working directly with engineering and product teams to get to a fix, then documenting it clearly for the next person who hits the same issue. Two years of part-time QA work on the side have sharpened how I write up defects and test cases so developers can act on them without back-and-forth.

EXPERIENCE

Principal Technical Support Analyst

Aug 2023 – Present

Elixir Technologies Asia Pacific — Pakistan (Remote)

- Resolve 95% of Tier 2 issues directly, querying production databases (MySQL, MS SQL, Oracle) to identify root causes before deciding what needs to go to engineering — cutting escalations to other teams by 40%.
- Work across 5 cross-functional teams, including engineering and product, on product decisions, helping lift project efficiency by 20%.
- Feed customer feedback into the product roadmap, which has helped cut user-reported issues by 15%.
- Mentor junior support analysts on troubleshooting and client communication, with a measurable bump in team performance.
- Maintain long-term relationships with key customer and partner accounts, driving stronger satisfaction and retention.
- Support product enhancement work that has contributed to a 10% increase in market share.

QA Engineer — Part-Time

Mar 2024 – Present

TheDataBusiness — Remote

- Run manual QA testing cycles on internal data platforms and client-facing tools, catching defects before release.
- Log and triage bugs in Jira, writing tickets clear enough for developers to pick up without back-and-forth.
- Coordinate with developers on retesting and verifying fixes before deployment.
- Document test cases and QA processes for the wider team.

Support Account Manager

Feb 2023 – Aug 2023

Elixir Technologies Asia Pacific — Pakistan (Remote)

- Managed relationships with 10 Fortune 500 accounts at a 100% project completion rate.
- Cut customer grievances by 20% after taking over as dedicated account manager.
- Started a knowledge base of troubleshooting guides and FAQs that reduced repeat problems by 15% and improved QA practices by 20%.
- Led a team of 5 support analysts to a 98% SLA compliance rate.
- Ran 5 major migration projects — regression testing and release management — with zero-defect launches.
- Built dashboards giving senior management real-time visibility into team performance.

Analyst, Technical Support

Mar 2019 – Jan 2023

Elixir Technologies Asia Pacific — Pakistan (Remote)

- Closed 500+ Tier 2 cases across databases, cloud platforms, print streams, and CRM systems at a 98% resolution rate.
- Held 100% SLA compliance while managing 10+ global client accounts through a ticketing system.
- Cut average response time by 30% and kept QA compliance at 95%.
- Coordinated across 5+ departments to keep cloud infrastructure and support running smoothly.
- Worked directly with senior IT managers and the project team to track objectives and report results.

Graduate Trainee, Technical Support

Dec 2018 – Feb 2019

Elixir Technologies Asia Pacific — Pakistan (Remote)

- Provided Tier 2 support across databases, cloud platforms, and CRM systems while ramping up on the team's tools and processes.

INDEPENDENT PROJECTS

- Built a custom AI chatbot and small AI agent workflows in n8n, including one that queries a Qdrant vector store for semantic search and context retrieval.
- Use Cursor and Kiro for AI-assisted coding while building these projects — mostly self-taught, on my own time.

EDUCATION

National University of Science & Technology (NUST, SEecs) — Islamabad, Pakistan Bachelor's in Software Engineering, Sep 2014 – Jun 2018

SKILLS

Databases & SQL: SQL querying and troubleshooting, MySQL, MS SQL Server, Oracle, Navicat, MySQL Workbench

Support & QA: Tier 2 Technical Support, Root-Cause Troubleshooting, Manual & Regression Testing, Escalation Management, Documentation & Knowledge Base Writing

Tools & Platforms: Zendesk, Salesforce, Jira/Confluence, Hubspot, Shopify, WordPress, MS Office

AI & Automation: n8n (workflow & AI agent automation), Cursor, Kiro, Qdrant vector database, prompt engineering

Other: Project Management, Cross-Functional Collaboration, Customer Communication, Decision-Making

CERTIFICATIONS

ITIL® 4 Foundation • Scrum Fundamentals • HIPAA HITECH Certification • IELTS (Academic): 8 overall

RELEVANT COURSES

- AWS Certified Cloud Practitioner (CLF-C01) — Cert Prep 1-4: Cloud Concepts, Security, Core Services, Billing & Pricing (Mar 2024)
- IT Service Desk: Management Fundamentals (Dec 2023)
- Quality Standards in Customer Service (Dec 2023)
- Learning Jira Software; Planning and Releasing Software with Jira (Oct 2023)
- Agile Project Management with Jira Cloud: Lean and Agile Processes (Jun 2023)
- Putting ITIL® Into Practice: Applying ITIL® 4 Foundation Concepts (Jun 2023)
- Customer Service: Call Control Strategies; Handling Abusive Customers (Feb 2023)