



G Surendar Thina

Mentor & Listener

A Customer Support Engineer, passionate about ensuring customer success and new technologies. I also provide mentorship to college students to achieve their career goals.

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WORK EXPERIENCE

Sr. Customer Operations Engineer Cloudera Data Platform

07/2018 - Present Chennai, TN

Providing the best value to the customers by assisting them to resolve their issues on Cloudera Distribution of Hadoop

- Awarded with **Above and Beyond** in 2020
- Performed **Queue Captain** Role in Queue Times
- Conducted **QTR Analysis** and Presentations
- **Mentored** newly onboarded colleagues
- Built a **Tool for Monitoring Ops** in DataCoral, increasing 4x efficiency daily
- Secured **SME Badge** for Cloudera Spark
- Conducted a **session about Open Source** for college students as part of Cloudera CSR Activity

Founder & Mentor

Think Digital Students Community

03/2014 - Present Chennai, TN

Building a community of college students to provide them with industry exposure before graduation

- **Leading a team** of 4 people to build the community
- **Managing a team** of 18 members
- **Mentored** 500+ college students to become leaders
- Helping College Students with their Career

Software Engineer

Financial Software Systems

07/2017 - 06/2018 Chennai, TN

One of the leading Payments Company in India

- Maintained the OTP Server for IPPB Bank
- Fixed bugs in a **SaaS** Mobile Application
- Fixed bugs in Access Control Server Web Portal

EDUCATION

MBA in Marketing Management

University of Madras

2017 - 2019 Chennai, TN

B.Tech in Information Technology

SRM University, KTR

2013 - 2017 Chennai, TN

SKILLS

Leadership

Customer Service

Spark & Yarn

Hybrid App Development

Project Management

People Management

Troubleshooting

PERSONAL PROJECTS

LinkedOut Meetups (03/2023 - Present)

- Organised 2 meetups impacting over 60+ students
- Gathering 30+ college students per campaign
- Facilitating Networking practices among students

NoAgendaCoffee Meetups (06/2023 - Present)

- Provide Mentorship to curated set of students
- Focusing a microgroup of up to 5 students per meetup
- Helping in with their career growth

xConnectUp Meetups (01/2023 - Present)

- Organised 3 offline meetups impacting over 300+ students
- Gathering 100+ college students per campaign
- Helping students connect with Industry experts

SaaS model Sales App (05/2021 - 09/2021)

- Worked on the System Design Architecture
- Integrated 3rd Party tools/libraries like Cloudinary, Socket.io
- Explored integration of Tally ERP

ACHIEVEMENTS

Above & Beyond 2020 - Cloudera

Inspiring Student of 2017 - SRM Hostels

Star Performer @ Indian National Developers - 2016

Best Student of 2012 in Montfort School Anakkara

1000+ StackOverFlow Points

INTERESTS

Hadoop Distributed Systems

Technical Management

SaaS

Cloud Computing

Mentorship

Community Building