

Application Engineer

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Phone :

Web :



Job Summary

Vacancy :

Deadline : Jan 01, 1970

Published : Sep 16, 2024

Employment Status : Full Time

Experience : 5 - <10 Years

Salary :

Gender : Any

Career Level : Any

Qualification : B.Tech

Job Description

Experience : 6-9yrs

Job description :

Must-Have Skills:

- **5+ years of expertise in Java and C++:** Demonstrated experience developing in both languages; familiarity with C# is preferred.
- **Proficiency in Spring Boot:** A good understanding of Spring Boot for building microservices is an added advantage.
- **Strong Database Experience:** Experience in working with databases, preferably Oracle and Google BigQuery, including writing complex queries and optimizing performance.
- **Coding Knowledge in Java or Node.js:** Strong hands-on coding abilities in either Java or Node.js for application development.
- **Knowledge of Network Operations:** A solid understanding of network operations, load balancers, and router traffic management is essential.
- **Object-Oriented Concepts & Data Structures:** In-depth knowledge of object-oriented programming principles and data structures.
- **Flexibility & Availability:** The candidate must be flexible to take calls during late hours and should be available for urgent calls on weekends, as needed.

Responsibilities:

- **Customer Service Support:** Provide direct support to PayPal Customer Service agents, addressing high-impact issues in a timely manner.
- **Bug Tracking and Management:** Identify, verify, and document irregularities in PayPal Customer Service tools, post bugs as necessary, and ensure that these bugs are followed up and resolved.
- **Technical Documentation & Resources:** Generate and review detailed technical information, including sample code, FAQs, and white papers, to support agents and improve their troubleshooting capabilities.
- **Presentation of Issues and Solutions:** Present complex issues and their solutions to audiences of varying technical knowledge, providing technical and business leadership as needed.
- **Efficient Workload Management:** Manage assignments efficiently, ensuring that time-critical situations are resolved reliably and professionally.
- **Monitoring Code Rollouts:** Oversee live code rollouts, identifying and addressing issues that impact customer service operations.
- **Tool and Process Development:** Participate in the development of tools, systems, and processes to improve product supportability and overall support efficiency.
- **Collaboration with Network Operations:** Work with Network Operations and SWAT teams to address site issues, and create post-mortem documentation for future reference.
- **Mentorship:** Mentor other engineers and developers, providing technical guidance and sharing resources for professional development.
- **Management & Reporting:** Advise management on issues impacting customer satisfaction, and provide actionable recommendations for improvements.
- **On-Call Responsibilities:** Participate in a rotating schedule for night and weekend support, sharing on-call responsibilities with the team.

Education & Experience

Must Have

Educational Requirements

B.Tech

Compensation & Other Benefits
