

# Meet the Cloud Support experts



## Interview



## Ameekul Singh

Lead Cloud Support  
Specialist

### How did you transition from Product Support to Cloud?

For me, Cloud is a growing technology that has — well, I did not expect it to grow at such a fast pace within OpenText. I spoke with guys who were working on the Cloud team to get an idea of what it entails, what is the work like, and then I applied through our internal website.

### What intrigued you about the work?

I wanted to learn more about Cloud because most of the work that gets done is integrating with the Cloud in one form or another. No matter what department you work for, what company you work for, there is always this component that is in the Cloud. So, that is what I was interested in learning: more about Cloud so I can progress my career.

### What is the main difference between Enterprise and Cloud support?

With Enterprise support, you work with the System and Application Administrators. You guide them, you give them the steps, you give them the documentation, and then they do the work. With Cloud, we do all of that ourselves. We must wear multiple hats. We must go into the systems; we must find the best way to troubleshoot it, collect logs, collect the details. Ultimately, I am responsible to find a solution for the customer. In instances where the problem is too complex or custom work is required, I can count on my team and the various Cloud teams at OpenText to support me and collaborate on developing the best solution..

### How was the learning curve?

I would not say it was super easy, but neither was it hard. You must come in with an open mind of being able to absorb and learn the practices and the methods that are being used in these Cloud environments, along with all the different tools you must juggle and work on while working on these environments.

### What is one challenge you had to face and how did you overcome it?

Learning about other products we support in Cloud. I do not know if I would call it a challenge; I understood that was going to be a part of the job. We do have our Product Support teams we can go to for assistance with certain issues if we find them complex — we are able to get these teams engaged.

### What is the biggest misconception about your job?

In Cloud Support, we are the admins. We are going to be running the application changes ourselves, we must write the change requests as well and get those approvals too.

### What is one thing you have learned that makes your job easier?

Teamwork is the key. Communication and teamwork. That is what I tell any new hires who join our team: use Teams. I have been using Teams way more extensively, and I think all of us have been since this pandemic hit.