Harsh Patel

1403-2309 Brunswick St, Halifax, NS, B3K 2Z1

C: 437-770-4879 | E: hp9995.hp@gmail.com

# Objective

Looking to obtain an Technical Support Specialist position in a fast-paced organization where excellent developing, troubleshooting and database managing skills will be fully utilized for the growth of the company.

# Skills

Visual Basic / VBScript / MS Access / SQL Server/ Analyst SAP Application Security, MS Office (Word, Visio, Excel, PowerPoint, Outlook, Access), Project Experience With Citrix, VPN, SharePoint, VMWare, Active Directory, C++, Java, HTML/CSS, Adobe Ps And Ai.

**Software Support Experience**

## Technical Service Representative June 2021 - Present

**TTEC, Nova Scotia, CA**

* Allocated tickets for investigation and resolution of integration issues.
* Need to provide ongoing support for systems to clients.
* Experience with tools like AWS Workspace, Zendesk, SharePoint, Jira Tickets
* Troubleshooting VPN connections for Remote users is a plus.
* Setting up, managing, troubleshooting, and maintaining Office 365
* Working with ServiceNow to resolve incidents, problems, service requests, and change deployments.
* Diagnose technical difficulties with PC operating systems, applications, networks, servers, and peripherals using an online helpdesk system, telephone, and remote assistance technologies.

## Technical Support April 2020 – May 2021

**Alorica Inc, Halifax, Nova Scotia, CA**

* Greet clients with a professional, polite and warm manner
* Express empathy and utilize negotiation skills to resolve inquiries
* Cooperatively problem solve client’s basic technical issues
* Ability to multitask and efficiently utilize client resources and specific tools to meet customers' needs
* Installation, configuration, and mapping of network drives and printers
* Notifying the entire organization in a timely, accurate, and professional manner about situations that affect the user community.
* collaborating with other IT resources (internal and external) to discover issues and restore services.

**Development Experience**

## Application Developer April 2016 – Nov 2017

Pistalix Software Solutions

* Lead backend developer for implementing Supply Chain Management, Customer Relationship Management and Inventory Management Systems, using full stack approach
* Reviews key project deliverables to ensure the technology solution proposed will meet the business requirements from a technical perspective and impacts to integrations are well understood and documented.
* Maintains all applications, integrations (in both test and production environments), and databases, including application, business, and data logic levels.
* Provides support to test non-functional components when running end to end testing.
* Production controls and access management knowledge
* Mobile Application Development using Java, Kotlin.
* Tuning SQL Server database and SQL queries
* Responsibility for implementing, maintaining and deploying both backend and frontend.
* Providing Taos clients with technical assistance, including problem identification, resolution, and escalation as needed.

# Education

## Mobile Solutions Development

## Conestoga College, Kitchener, ON, Canada (2019)

## Bachelor of Computer Science in Information and Technology

## Uka Tarasadia University, Bardoli, GJ, India (2017)