KIRT SWATCH

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SUMMARY OF QUALIFICATIONS

- Experienced Technical Senior Systems Engineer with 3+ years of expertise in handling high-priority IT issue support, troubleshooting, and end-to-end solutions.
- Proven coordination skills, ensuring effective and timely SLA project delivery while collaborating with diverse Internal-external teams.
- Experience working with top-tier clients delivering impactful 24*7 solutions under high pressure.
- Developed strong written and verbal communication skills through work experiences, and academic projects.
- Demonstrated technical skills, including SQL, coding concepts, software knowledge and Managing change requests following ITIL standards.

WORK EXPERIENCE

Operations and Support Associate   **Feb 2022 - May 2022**
SNS Supplements Health   Brampton, ON

- Provided essential IT support and conducted data analysis, contributing to improved business insights for strategic decision-making.
- Modernized applications and reduced discrepancies, resulting in a 15% decrease in shipping time.
- Introduced WMS technologies and SAP, enhancing sales, products, customer, vendor, and inventory tracking.

Senior System Engineer   **Aug 2018 - Dec 2021**
Infosys Private Limited   Kerela, India

- Delivered extensive critical IT support to 11+ distribution centers across the US and Canada, managing a network of 50,000+ suppliers, vendors, employees, and customers.
- Implemented triggers and job schedulers for high-risk apps, resolving database blocker issues, reducing downtime by 30%, and increasing application proficiency.
- First point of contact to handle triage at levels 1, and 3 issues, escalating to the concerned teams accordingly.
- Enhanced 16+ applications, ensuring consistent SLA issue times with code checks and SQL Queries.
- Monitors WMS system, Active Directory, conducted server health checks, created SOPs.
- Conducted RCA and checked Logs in the form of XML, TEXT, JSON Format.

SKILLS

- **IT Tools**: JIRA Atlassian, WMS 3rd party tools, SAP, Microsoft Azure, Salesforce, Eclipse, TFS.
- **Databases**: SQL Server Management Studio (SSMS), Oracle Apex, Toad for Oracle, MongoDB.
- **Programming languages:** Python, HTML, CSS, C# .NET.
- **Data Analysis**: Excel, PowerBI, Looker, Google Analytics.
- **Others** : Budgeting, ITIL, Project Management, Stakeholder Management, office 365.

EDUCATION

Content Strategy (Post-Graduation)   **Jan 2023 - Aug 2023**
Humber College   Toronto, ON

- Relevant Coursework: Communications · Strategizing Content Planning and Management · Analytics · SEO

Reporting System and Database Development (Post-Graduation)   **Jan 2022 - Aug 2022**
Conestoga College   Waterloo, ON
- Relevant Coursework: Relational Databases · Project Management · Reporting and Data Analytics · NoSQL
- Graduation with Distinction*

Computer Science and Engineering (Bachelor of Technology)   **Aug 2014 - May 2018**
WES (World Education Services) Verified
Punjabi University   Punjab, India
- Relevant Coursework: OOPs · DBMS · Security · Data Structures · ASP.NET MVC · Data Mining & Warehousing.

CERTIFICATIONS

- Learning ITIL   (LinkedIn)   **Oct 2023**
- Hybrid IT Support   (LinkedIn)   **Sep 2023**
- Diversity & Inclusion   (LinkedIn)   **Mar 2023**
- Business Analysis in IT (LinkedIn)   **Aug 2023**
- Excel essentials   (LinkedIn)   **Aug2023**
- Global Agile Developer   (Infosys)   **Oct 2020**