

KIRT SWATCH

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SUMMARY OF QUALIFICATIONS

- 3+ years of experience as a Systems Engineer with a focus on handling critical IT issues, CRM, and production support, including applications audit management.
 - Successfully provided Tier 1, 2, and 3 support for 11+ distribution centres, managing 10,000+ stakeholders.
 - Expert in application support: SQL querying, code review, server monitoring, and software configurations.
 - Improved 16+ applications, cutting downtime by 30%, notably in inventory management systems.
 - Track record of delivering 24/7 satisfactory solutions for top-tier enterprise clients with a customer service-oriented approach.
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WORK EXPERIENCE

Operations and Support Associate

Feb 2022 - May 2022

SNS Health

Brampton, ON

- Managed inventories efficiently, contributing to a 15% decrease in shipping time.
- Modernized processes, streamlining operations, and reducing discrepancies.
- Provided crucial IT support, conducted data analysis for enhanced insights.

Senior System Engineer

Aug 2018 - Dec 2021

Infosys Private Limited

Kerala, India

- Led legacy-to-cloud enhancements through collaboration with developers and stakeholders.
 - Enhanced application stability, implemented SOPs, and reduced downtime by 30% through effective RCA.
 - First point of contact for triage levels 1, 2, and 3, ensuring swift resolution and effective change management.
 - Managed Jira tickets for SLA issues, demonstrating strong coordination skills and ensuring timely resolution.
 - Effective written and verbal communication skills, contributing to a customer service-oriented approach.
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SKILLS

- **Databases and tools** : SQL Server Management Studio, Oracle, PostgreSQL.
 - **IT Tools**: JIRA Atlassian, Microsoft Dynamics, SAP, Eclipse.
 - **Programming languages**: Python, C, HTML, CSS.
 - **Data Analysis and others**: Excel, PowerBI, o365, GitHub, ITIL.
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EDUCATION

Content Strategy (Post-Graduation)

Jan 2023 - Dec 2023

Humber College

Toronto, ON

Reporting system and Database Development (Post- Graduation)

Jan 2022 - Aug2022

*Conestoga College-Graduation with distinction**

Waterloo, ON

Computer Science and Engineering (Bachelor of Technology)

Aug 2014 - May 2018

Punjabi University- WES Verified.

Punjab, India

CERTIFICATIONS

Career in IT Support (LinkedIn) **Nov 2023**

SQL (LinkedIn)

Oct 2023

Learning ITIL (LinkedIn) **Oct 2023**

Diversity & Inclusion (LinkedIn)

Mar 2023

Business Analysis in IT (LinkedIn) **Aug 2023**

Global Agile Developer (Infosys)

Oct 2020