**KIRT SWATCH**

Toronto, Ontario | swatchkirt@gmail.com | (519)-781-4942| [LinkedIn](https://www.linkedin.com/in/k%C3%ADrt-swatch) | [GitHub](https://github.com/KirtSwatch/db-SQL-Queries-assignments-KIRT-SWATCH)

# 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**