Nisarg Patel

Technical Support Engineer

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Objective

Detail-oriented and results-driven Computer Engineer with **3 years of experience** in Technical Support, SQL, and Ticketing Tools. Skilled in troubleshooting, system optimization, and customer service, with a proven track record of resolving technical issues efficiently. Experienced in streamlining support workflows, integrating IT solutions, and enhancing service monitoring. Seeking to contribute expertise to a dynamic team and drive operational efficiency through innovative technology solutions.

Professional Experience

L1 Technical Support Engineer,   Mar 2022 – present | Gandhinagar, India
FarEye Technologies Pvt. Ltd ⧉

- Respond promptly to user inquiries, technical issues, and support requests related to logistics applications via **email, phone, and ticketing systems**, achieving a 95% first-contact resolution rate.
- Guide users in effectively navigating and utilizing logistics software.
- Optimized ticketing workflows using **Jira and Freshdesk**, reducing resolution time by **30%** and enhancing customer satisfaction.
- Diagnose and troubleshoot software bugs, configuration errors, and system malfunctions, ensuring minimal disruption.
- Collaborate with development teams to investigate and resolve complex issues efficiently.
- Work with vendors to secure tools and integration data, improving diagnostic capabilities by 20%.
- Create and maintain user guides, training materials, and documentation to support end-users.
- Assist in integrating logistics applications with other IT systems within the organization.
- Implement contingency plans and recovery procedures to minimize downtime and ensure service continuity.
- Design and execute **SQL** queries to generate custom reports and actionable insights.
- Build and maintain strong relationships with users and stakeholders through exceptional technical support.
- Worked on the GOG GSCSCL client project to develop an extensive dashboard using **Superset**, incorporating drill-down and filtering capabilities, which resulted in a 40% reduction in decision-making time.

Cybersecurity Research Intern, *Sistmr*   Jan 2022 – Mar 2022 | Remote, Australia

Conducted audits of networks and security systems to identify vulnerabilities using Kali Linux. Utilized tools like Metasploit and Wireshark for comprehensive analysis and threat assessment.

Software Tester Intern, *DigiLocker* ⧉   Jun 2021 – Sep 2021 | Delhi, India

Developed detailed test scenarios and cases, logging errors and defects in comprehensive reports. Communicated testing progress to management, escalating issues as necessary.

Skills

Technical — Troubleshooting, Diagnostics, Customer Service, Incident Management, API & Development

Tools — Freshdesk, JIRA, Postman, Superset, MS Office, VS Code, TeamViewer

Programming — SQL, Python, JavaScript, CSS, HTML

Database — MySQL, PostgreSQL

Operating System — Windows, Linux, Unix

Other Skills — Data Analysis, Cybersecurity, Software Installation, Data Backup & Recovery.

Education

Apollo Institute of Engineering and Technology,   2017 – 2021 | Ahmedabad, India
B.E - Computer Engineering, CGPA -9.1

Languages

English | Hindi | Gujarati