Kirat Mehta

📍 Ontario, Canada | 📞(437) 242-4287 | ✉kiratmehta92@gmail.com | [LinkedIn](#) | [Portfolio](#) | [GitHub](#)

Professional Summary

Adept Technical Support Analyst with a proven track record (2 years) at Tecsys Inc., excelling in troubleshooting and C# programming. Demonstrated expertise in MS SQL and Azure, enhancing client satisfaction by efficiently resolving technical issues. Skilled in both technical problem-solving and effective communication, ensuring SLA compliance. Bilingual in English & French with strong communication skills.

Core Skills

- **Languages:** C, C#, Java, JavaScript, HTML, CSS, PHP
- **Tools & Platforms:** Visual Studio, VS code, IntelliJ, Salesforce, DataDog, ServiceNow, New Relic, VIM, SOAP UI, JIRA, Postman, Cursor
- **Frameworks:** Angular, Bootstrap, jQuery
- **Databases:** MS SQL, MySQL, Postgresql
- **Version Control:** Git, GitHub
- **OS:** Windows, Linux
- **LLMs & AI Tools:** ChatGPT, Midjourney, Microsoft Copilot, Gemini, DeepSeek
- **Prompt Engineering:** Skilled in optimizing AI prompts to enhance response accuracy

Professional Experience

Tecsys Inc., Markham, ON
Technical Support Analyst | May 2022 – Mar 2024

- Troubleshot and optimized code in C# for OMS improving system performance.
- Managed client data using MS SQL Server, ensuring data integrity and prompt updates.
- Resolved 10 -20 client tickets daily in accordance with SLAs, maintaining high client satisfaction.
- Proactively reduced downtime by 15% using DataDog/New Relic monitoring.
- Collaborated with cross-functional teams to ensure smooth deployment of software updates.

NTT BPO, Toronto, ON
Digital Offline Customer Service Representative – Tier 2 | May 2021 – May 2022

- Resolved 30+ daily order issues through Salesforce, achieving a 98% same-day resolution rate.
- Provided level 2 technical support via Citrix for online pharmacy accounts and related issues.
- Trained 10+ hires on Salesforce/Citrix workflows and client service, cutting onboarding time.
- Managed 40+ daily customer inquiries and complaints, delivering clear and accurate information.

Education

Advanced Diploma, Computer Programmer | Dec 2019 – April 2021
Sheridan College, Ontario, Canada

Projects

- **TaskManager:** C# and SQL console-based application using Entity Framework Core and SQLite, featuring CRUD operations for tasks with categories, priorities, due dates, and an interactive calendar. [View on GitHub](#)
- **Weather app:** interactive Weather App using HTML, CSS, and JavaScript with OpenWeatherMap API. Includes real-time weather updates, and dynamic day/night themes. [View on GitHub](#)
- **Rock Paper Scissors:** Developed an interactive Rock Paper Scissors game with modern UI/UX using HTML, CSS, Bootstrap, Javascript and font awesome. [View on Github](#)