

Kirat Mehta

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

Professional Summary

Adept Technical Support Analyst with a proven track record (2 years) at Tecsyst 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 Paradigm, Visual Studio, VS code, IntelliJ, Salesforce, Citrix, RingCentral, DataDog, ServiceNow, New Relic, wordpress, VIM, SOAP UI, JIRA, Postman
- **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

Tecsyst Inc., Markham, ON

Technical Support Analyst | May 2022 – Mar 2024

- Troubleshoot and optimized code in C#, improving system performance.
- Managed client data using MS SQL Server, ensuring data integrity and prompt updates.
- Resolved client tickets 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

- Assisted customers with order issues through Salesforce, ensuring timely resolutions.
- Provided 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 customer inquiries and complaints, delivering clear and accurate information.

Education

Advanced Diploma, Computer Programmer | Dec 2019 – April 2021

Sheridan College, Ontario, Canada

Projects

- **Guess Game (C# & SQL Server):** Developed a UWP app allowing users to log in and guess movie names with a points system. Integrated SQL Server for user data management.
- **Angular Tutorial Page:** Created a YouTube-like homepage using Angular, displaying video cards and data from a JSON file.
- **Fitness Freak Website:** Designed and developed a fully responsive front-end website using HTML, CSS, JavaScript, and Bootstrap, also used wireframes for initial planning.