

# Harsh Keshruwala

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## Skills

<b>Production Operations:</b>	DataDog, Salesforce (Case Management), Stripe (Billing & Payment Systems), RevenueCat, Incident Management, SLA Management, Root Cause Analysis
<b>Systems &amp; Scripting:</b>	Windows Server, Linux, CMD Commands, PowerShell, Python
<b>Databases &amp; SQL:</b>	SQL, MySQL, PostgreSQL, Microsoft SQL Server, MongoDB, Oracle
<b>Tools &amp; Platforms:</b>	JIRA, Git, Docker, Visual Studio Code, Microsoft Office Suite, Jupyter Notebook

## Relevant Experience

<b>User Support Technician   Accenture (St. Catherine, ON)</b>	Aug 2025 - Present
<ul style="list-style-type: none"><li>Provide enterprise-grade application support for AI platform, managing day-to-day maintenance activities including incident management, service requests, and change management through Salesforce CRM while consistently meeting SLAs and maintaining comprehensive documentation.</li><li>Conduct thorough root cause analysis by replicating reported issues, analyzing technical documentation and system logs, utilizing DataDog for application monitoring and SQL for data queries to troubleshoot defects and deliver timely resolutions to business and IT stakeholders.</li><li>Coordinate with cross-functional development teams and business representatives to escalate complex incidents, manage application environment maintenance, and participate in problem management processes to optimize system functionality and reduce time to resolution.</li><li>Handle billing discrepancies and payment processing inquiries using Stripe platform, performing detailed transaction analysis and account reviews while maintaining clear communication with stakeholders throughout the incident life-cycle.</li></ul>	
<b>Technical Support Specialist   Kelly Services (Remote, ON)</b>	
<ul style="list-style-type: none"><li>Remotely diagnosed and resolved diverse technical issues for high-volume customer base, employing strategic troubleshooting methodologies.</li><li>Expertly handled hardware/software complications and billing discrepancies while maintaining detailed interaction records to enhance service delivery.</li><li>Pioneered screen sharing diagnostic protocol, established systematic approach for processing 50+ weekly disputes, and developed comprehensive documentation standards.</li><li>Delivered exceptional results: 85% first-contact resolution rate, 90% customer satisfaction score, successful management of escalated complex cases, and maintained 100% documentation accuracy for superior issue tracking</li></ul>	

<b>Technical Support Specialist   Kelly Services (Remote, ON)</b>	Apr 2024 - May 2025
<ul style="list-style-type: none"><li>Remotely diagnosed and resolved diverse technical issues for high-volume customer base, employing strategic troubleshooting methodologies.</li><li>Expertly handled hardware/software complications and billing discrepancies while maintaining detailed interaction records to enhance service delivery.</li><li>Pioneered screen sharing diagnostic protocol, established systematic approach for processing 50+ weekly disputes, and developed comprehensive documentation standards.</li><li>Delivered exceptional results: 85% first-contact resolution rate, 90% customer satisfaction score, successful management of escalated complex cases, and maintained 100% documentation accuracy for superior issue tracking</li></ul>	

## Education

<b>University of Windsor</b> , Masters of Applied Computing	May 2022 – Aug 2023
<b>Parul University</b> , Bachelors of Technology (in Computer Science & Engineering)	Jun 2017 – May 2021

## Projects

<b>Banking Transaction Processing Platform</b>	Project Link
<b>Technologies</b> Python, SQL, Data Pipeline, System Monitoring, Scalable Architecture	
<ul style="list-style-type: none"><li>Built banking transaction processing platform with end-to-end data pipeline including transaction generation, real-time fraud detection, batch analytics, and automated reporting, demonstrating application support capabilities in pipeline monitoring, incident troubleshooting, and system maintenance</li><li>Designed scalable architecture with modular components ready for integration with industry-level technologies (Kafka, Spark, HDFS), implementing monitoring framework with automated health checks and alerting to support pipeline reliability and performance optimization</li><li>Developed operational documentation and troubleshooting procedures for pipeline maintenance, practicing root</li></ul>	

cause analysis through performance optimization scenarios (reduced memory usage 35% through sliding window implementation)

## Soft Skills

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- Excel at explaining complex ideas clearly and leading teams towards achieving project goals with a collaborative approach.
- Proficient in identifying challenges and innovating solutions to enhance efficiency and effectiveness in projects.
- Quickly adjust to new technologies and shifting project demands, ensuring consistent performance in dynamic environments.
- Dedicated to promoting inclusivity and understanding diverse perspectives, enhancing team cohesion and customer engagement.