

RESUME

KHUSHALI CHHATRALA

Software Engineer & Data Analyst

25 B Govt Co-operative Society Behind Municiple Market

Navrangpura

Ahmedabad - 380009

Mob No. : 9426855956

Email Id : sihorikhushali@gmail.com

CAREER OBJECTIVE

To pursue a career as a Data Analyst where I can utilize my skills in data visualization, statistical analysis, and tools like Excel, SQL, Power BI, and Python to derive actionable insights and support data-driven decision-making.

ACADEMIC QUALIFICATION

S.No.	Qualification	University / Board	Year	Per %
1	B.E. in Information Technology	Gujarat Technological University	2012	67.30

GITHUB LINK

- <https://github.com/khushiSihori999>

LINKED IN

- <https://www.linkedin.com/in/khushali-chhatrala-72210a44/>

SKILLS

- Programming Languages: Core Java, Python, SQL
- Data Analysis & BI Tools: Power BI, Excel
- Database: MySQL
- Good Communication
- Support And Analysis
- Networking
- MultiTasking
- Time Management

WORK EXPERIENCE

Worked as Assistant software Engineer from May 2013 - May 2014 at Tata consultancy services_Ahmedabad

Project:E-Taxation for Bihar Govt. Gathered and analyzed data. Providing support of business cases, executed test plans and scripts to track defects and identify bugs.

CURRENT JOB

Online PSB Loans — Ahmedabad

04/2022 – Present

Key Responsibilities & Achievements:

Provided technical support for software, related issues, maintaining a resolution rate above 95%.

Diagnosed, tracked, and resolved user-reported issues via ticketing systems like JIRA

Assisted in root cause analysis and implemented long-term solutions to reduce recurring incidents.

Supported software deployments, troubleshooting installations, patching, and configuration issues.

Collaborated with developers, QA, and product teams to escalate complex issues and improve system reliability.

Created and maintained technical documentation, FAQs, and internal knowledge base articles.

Delivered regular reports on support metrics, issue trends, and performance KPIs.

Trained junior support staff and contributed to process improvement initiatives.

INTEREST

- Travelling
- Listening Music
- Reading

PERSONAL INFORMATION

Father's Name	:	Bhavindra M Sihori
Date of Birth	:	1991-04-09
Language Known	:	Gujarati,Hindi,English
Gender	:	Female
Nationality	:	Indian
Marital Status	:	Married

DECLARATION

I hereby declared that the above information given by me is true to best of my Knowledge.

Date :

Place : Ahmedabad

(KHUSHALI CHHATRALA)