

Khushali Chhatrala

Software Engineer & Data Analyst

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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.

Education

B.E. in Information Technology

G.H.Patel College of Engineering and Technology

University: Gujarat Technological University

May 2008 – June/2012

Work Experience

Technical Support

Online PSB Loans, Ahmedabad

April 2022 – Present

- Provided technical support, maintaining a resolution rate above 95%.
- Diagnosed and resolved issues via ticketing systems like JIRA.
- Implemented long-term solutions through root cause analysis.
- Supported deployments, patching, and configuration.
- Collaborated with cross-functional teams to improve system reliability.
- Maintained documentation, FAQs, and internal articles.
- Delivered regular reports on support metrics and KPIs.
- Trained junior staff and contributed to process improvement.

Assistant Software Engineer

Tata Consultancy Services, Ahmedabad

May 2013 – May 2014

- Gathered and analysed data for business needs.
 - Supported business cases and testing processes.
 - Executed test plans to identify defects and bugs.
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Projects

Power BI Dashboards

- Shark Tank Analysis: Visualized investments, industries, and valuations.
- Chocolate Sales Analysis: Analysed regional performance and growth trends.
- Stock Price Analysis: Time-series tracking of market trends.

[GitHub Projects](#)

Certifications

- Earned **DBA (Database Administration) Certification** – OAK Academy, Udemy | March 2025
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Skills

Technical: Core Java, MySQL, Excel, Power BI, Python

Soft Skills: Communication, Teamwork, Problem-Solving, Adaptability, Critical Thinking

Languages

- Gujarati
 - Hindi
 - English
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Interests

- Travelling ,Reading, Music