

Khushali Chhatrala

Software Engineer & Data Analyst

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.



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WORK EXPERIENCE

Assistant Software Engineer Tata Consultancy Services

05/2013 - 05/2014

Ahmedabad

Achievements/Tasks

- Gathered and analyzed data.
- Provided support of business cases.
- Executed test plans and scripts to track defects and identify bugs.

Technical Support Online PSB Loans

04/2022 - Present

Ahmedabad

Achievements/Tasks

- 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.

EDUCATION

B.E. in INFORMATION TECHNOLOGY Gujarat Technological University

01/2012 - 12/2012

SKILLS

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

Soft Skills: communication, teamwork, problem-solving, adaptability, and critical thinking

PERSONAL PROJECTS

- Designed multiple Power BI dashboards, including Shark Tank analysis, Chocolate Sales analysis, and Stock Price trend analysis.
githublink:<https://github.com/khushiSihori999/TOPS/tree/main/power%20BI/Power%20BI%20Project>

ACHIEVEMENTS

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

LANGUAGES

Gujarati	●	●	●	●	●
Hindi	●	●	●	●	●
English	●	●	●	●	●

INTERESTS

Travelling

Listening Music

Reading