

KUSH PATEL

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Summary

Highly motivated and experienced Help Desk Production Support professional with 5+ years of experience in troubleshooting and resolving IT issues in large-scale environments. Proven ability to analyze application flows, identify trends, and manage incidents, problems, and changes within the ITIL framework. Expertise in software troubleshooting and a strong understanding of on-premises and public cloud infrastructure. Seeking a contract position in Columbus, OH.

Skills

- **Troubleshooting & Resolution:** Extensive experience in analyzing and troubleshooting production application flows and infrastructure services. Expertise in identifying and resolving end-to-end application issues.
- **Incident, Problem, and Change Management:** Proven ability to manage incidents, problems, and changes within an ITIL framework. Skill in identifying trends and implementing solutions to prevent recurring issues.
- **Observability & Monitoring:** Experience with various observability and monitoring tools and techniques for proactive identification and resolution of potential problems.
- **IT Infrastructure:** Solid understanding of on-premises and public cloud infrastructure. Knowledge of application and infrastructure support in large-scale environments.
- **Software Troubleshooting:** 3+ years of experience in diagnosing and resolving software-related issues.
- **Full Stack Technology Systems:** Familiarity with full-stack technology systems and their interdependencies.

Experience

[Previous Company Name], [City, State] – [Job Title] [Start Date] – [End Date]

- [Quantifiable achievement showcasing troubleshooting and problem-solving skills. Use action verbs. E.g., "Resolved over 100 critical production incidents, reducing downtime by 15%."]
- [Another quantifiable achievement. E.g., "Implemented a new monitoring system, resulting in a 20% improvement in issue detection."]
- [Another achievement showcasing relevant skills. E.g., "Collaborated with development teams to identify and resolve root causes of recurring application errors."]
- [Add more bullet points as needed, tailoring them to match the job description keywords.]

[Previous Company Name (if applicable)], [City, State] – [Job Title] [Start Date] – [End Date]

- [Repeat the above format for each previous role, focusing on relevant experience.]

Education

[University Name], [City, State] – [Degree] in [Major]

Certifications (If Applicable)

- [List any relevant certifications]

Note: Please replace the bracketed information with your actual details. Tailor the experience section to highlight your accomplishments that directly relate to the Help Desk Production Support job description. Consider adding a portfolio link if you have one showcasing your work. Remember to include your LinkedIn profile URL if you have one.