

MEHUL PATEL

Technical Evangelist & Engineer

✉ mehulofficial@gmail.com

☎ +91-77987 65559

Achievement-driven professional targeting assignments as **Technical/Product Evangelist** with a leading organization in **Product Based Industry**



Key Skills

Training & Development

Community Management

Technology Advocacy

Cross-functional Collaborations

Product/ Market Research

Team Management

Client Relationship Management

Content Development and reviews

Strategy Planning

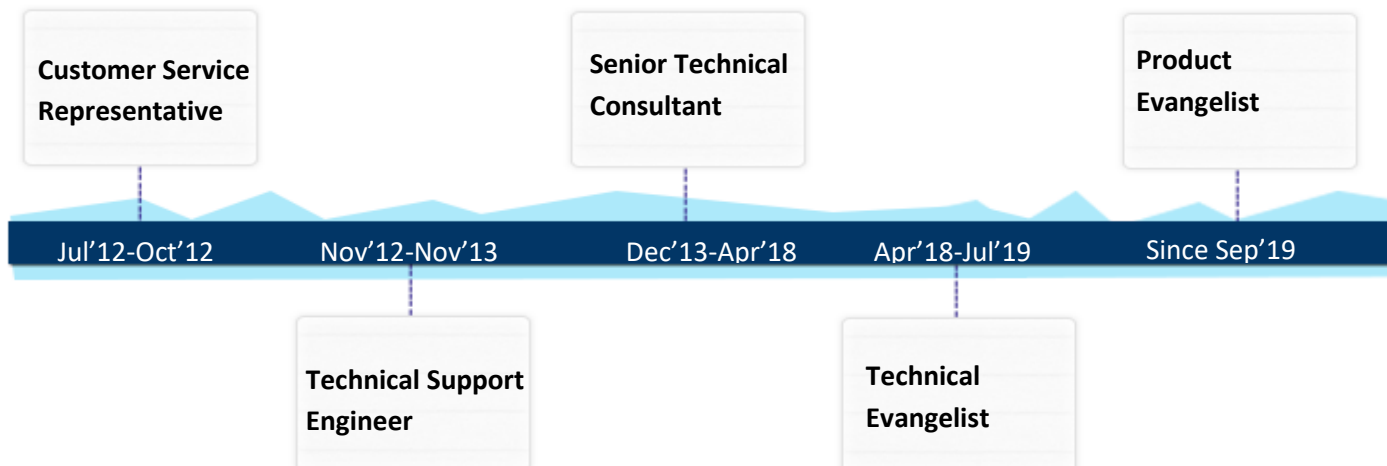


Profile Summary

- ▶ A competent professional with **nearly 9 years** of experience
- ▶ Expertise in **Technology Advocacy, Product Management, Technical Consultancy, Technical Support, Customer Relationship Management, Community Participation and Conferences**
- ▶ Expertise in **presenting to any audience** and working side by side with developers while coordinating activities with teams of **diverse internal and external stakeholders**
- ▶ Exposure in **conducting competitive research, analyzing market opportunities** and serving as a fervent advocate for the development team while **exceeding expectations**
- ▶ Skilled in **leading product management teams** to analyze and share breakthrough insights that help **unlock growth for B2B and B2C platforms**
- ▶ Owning all **technical development, architecture, design, vision, data, QA, research, and analysis, security and data protection** including **improvement of existing products and new products in development**
- ▶ Proficient in **augmenting product visibility** through **innovative marketing plans, communication strategy & campaigns, driving product-positioning research**
- ▶ Capabilities in developing and rolling out **go-to-market strategies** for new product launches, product line extensions and product management/marketing initiatives
- ▶ An effective communicator with strong logical and interpersonal skills to relate to people at any level of business and a quick learner with the capabilities to work under pressure and meet deadlines



Career Timeline



Academic Details

- ▶ MCS from **Panchavati College of Management and Computer Science, Pune University, Nashik** in **2015**
- ▶ BCS from **Panchavati College of Management and Computer Science, Pune University, Nashik** in **2012**

Work Experience

Since Sep'19 with **Softpixel Co., Nasik**

Growth Path:

Sep'19-Apr'20 as **Technical Evangelist**

Since May'20 as **Product Evangelist/Product Manager**

Key Result Areas:

- Delivering high-quality product training to customers through internal training facilities or on customer site
- Supervising Incidents via ticketing tools like Redmine and Jira as well as managing CI/CD using Jenkins
- Functioning as a product evangelist to build awareness and understanding
- Collaborating with internal teams to define the product roadmap, market positioning, community user groups, and developer program initiatives
- Resolving approaches for new areas by investigating the state of art and available technologies
- Documenting technical inquiries, developing and reviewing content for knowledge based articles
- Assisting teams of engineers to define, develop, maintain and communicate technology and platform strategies at all levels

Apr'18-Jul'19 with Zimbra, Pune

as **Technical Evangelist**

Key Result Areas:

- Resolved customer technical issues through diligent research, reproduction, and troubleshooting
- Communicated with peers and other colleagues via e-mail, chat, telephone, and in-person
- Managed incidents and escalation procedures as well as responded to tickets generated by customers in a timely manner that accurately addresses and resolved the problem
- Documented all technical inquiries, developed and reviewed content for knowledge based articles
- Contributed to engineering roadmap via customer advocacy work in one of four verticals: computer, networking, storage and developer experience
- Functioned as Technical Advocate for customer to improve satisfaction of key customers as well as identified and communicated process improvement suggestions
- Assisted with alpha and beta testing of internal products
- Worked on Future Enhancement Requests as well as collaboratively and independently within a team setting (we love Slack)

Highlights:

- Successfully managed Zimbra Community Forum (<https://forums.zimbra.org/>)

Dec'13-Apr'18 with The Design Shop, Ahmedabad

as **Senior Technical Consultant**

Growth Path:

Dec'13-Apr'16 as **Associate Technical Consultant**

May'16-Apr'18 as **Senior Technical Consultant**

Key Result Areas:

- Designed and implemented new features and functionality
- Built servers with required packages and control panels with operating systems like Red Hat, CentOS, and Cloud Linux
- Ensured high-performance and availability, and managed all technical aspects of the CMS
- Monitored networks, web servers, database, logs service on a regular time intervals
- Collaborated with clients and project teams to plan and develop project work as well as ensured that team worked on project scope and timelines
- Partaken in beta testing of software releases to drive product quality
- Provided support but not limited to deployment, managed source control systems, virtual servers, scripting and so on
- Supervised and acknowledged tools like Zabbix which provided notification of each service
- Reviewed error logs and got them fixed; analyzed the server logs as well as the client related logs

Nov'12-Nov'13 with Persys Web Technologies, Nashik

as **Technical Support Engineer**

Key Result Areas:

- Monitored development activities and reported project progress as well as provided technical guidance, support to the project team to deliver and implement the project as per scheduled milestones

- Supervised networks, server uptime, services like apache, MySQL, SMTP, IMAP, pop as well as special service like system services with regular intervals of time
- Developed test automation frameworks in collaboration with the team and created tools to assist teams and made most out of the available infrastructure
- Created and set up account on the server as well as assigned permissions to use as per policy

Jul'12-Oct'12 with Tecsys Solutions Pvt. Ltd, Nashik as **Customer Support Representative**

Key Result Areas:

- Updated & developed static websites for Google clients as well as setup, verified & configured Google Apps, analytics
- Recovered backup and recovery using backup tools like tar, dump and zip
- Optimized system, network and automatd the tasks (cron job)
- Troubleshoot system problems, maintained LAN comprising Red Hat Linux machines
- Investigated and troubleshoot the queries regarding DNS, emails, websites and so on
- Configured and managed Squid, DNS, LDAP, Apache, Samba, Sendmail, Postfix, FTP, SSH, Telnet, DHCP, NFS, IPtable services on Redhat & Fedora



Conferences

- Speaker at **OpenAlt 2018 on Serverless Authentication with JWT (Nov'18)**
- Speaker at **Mozilla Festival 2018, London on Let's play with Rust (Oct'18)**
- Speaker at **All Things Open 2018, USA on Extreme Web Exploitation – Ultimate Hacking Techniques (Extended Session) (Oct'18)**
- Speaker at **ServerlessDays Milano, Italy on Serverless Authentication with JWT (Oct'18)**
- Speaker at **OWASP AppSec Israel 2018, Israel on Serverless Authentication with JWT (Sep'18)**
- Active speaker at **List of Key Talks and Publications** (<https://bit.ly/2BGZBz1>)



Certifications

- Certified Red Hat for: (License: 120-197-603)
 - Red Hat Certified **Engineer**
 - Red Hat Certified **System Administrator**
 - Red Hat Certified **System Administrator in Red Hat OpenStack**
 - Red Hat Certified **Virtualization Administrator**
- Certified for **Coursera & Google Cloud**
- **Certified Associate Cloud Engineer (Google Cloud)**
- AWS Certified Solutions Architect – Associate



Community Participations

Since 2017 **Active Reps Mentor** at Mozilla

Responsibilities:

- Reviewing applications assigned on Bugzilla as well as interviewing applicants to learn more about them, and tell them more about the program
- Informing applicants whether or not they've been accepted to the program
- Examining & managing some categories at <https://discourse.mozilla.org/>
- Hosting monthly call for the community updates for 30 minutes
- Reviewing and validating Reps with swag and budget requests
- Providing feedback & suggestions to the Council
- Participating in regional meetings (online and offline), notably the annual ReMo Camp as well as sending welcome pack after completion of orientation

Since Feb'19 **Active Founder/Organizer** at **Google Developer Group, Nashik**

Responsibilities:

- Assisting individual organizers of active mobile, web, cloud, and AI developer communities on their journey
- leading successful and engaged groups via online training, meetup materials, networking opportunities and more

Since Jan'18 **Active Ambassador** at **Auth0**

Responsibilities:

- Knowledge sharing on identity and security related topics through meetups, conferences, webinars and other events

Since Feb'17 **Manager at Mozilla Pontoon**

Responsibilities:

- Manager for the Gujarati (gu-IN) Language
- Completing projects within the deadlines as well as running online/offline quality review and testing activities for the products
- Working with the Firefox Marketing Team to make a strategy or future goals for the global sprint
- Assigning the projects to the Reviewer to review the projects
- Creating and managing the Mozilla Pontoon GitHub Repositories for the gu-IN
- On-boarding new translator and reviewer depending on their work or performance

Since Sep'16 **Member of Campus Advisory Committee at Mozilla**

Brief:

- Consists of 9 Active Members across the globe who along with the community manager of Mozilla help frames and executes the global activities for students under the Campus Club program and provides continuous feedback
- Mentoring the Regional Coordinators and providing support with resources and feedback

Blogs and Social Profiles

LinkedIn: <https://www.linkedin.com/in/rowdymehul/>
Twitter: <https://twitter.com/rowdymehul>
Medium: <https://medium.com/@rowdymehul/>
Website: <http://rowdymehul.com/>
Personal Profile: <https://about.me/rowdymehul>
GitHub: <https://github.com/rowdymehul/>

Personal Details

Date of Birth: 21st May 1991
Languages Known: Hindi, English, Marathi and Gujarati
Address: 19, Raj Residencies, Nashik-422 003, Pune