

Curriculum Vitae

Kuldipkumar Patel

MCA – Information & Technology

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OBJECTIVE

- Experienced Sr. Technical Support Engineer with 5+ years of expertise in the Supply Chain and Logistics domain. Proficient in Incident Management, troubleshooting complex technical challenges, and implementing scalable solutions to drive operational excellence. Skilled in MySQL, JavaScript, and advanced data visualization, with hands-on experience using industry-standard tools like Jira, Superset, AWS, New Relic, Grafana, and Freshdesk. Adept at leading technical teams, streamlining processes, and delivering innovative solutions that enhance productivity and client satisfaction. Recognized for strong leadership, communication, and cross-functional collaboration skills, driving impactful results and fostering organizational success.

PERSONAL QUALITIES

- Goal oriented with a good understanding of Supply Chain Management & Logistics Industry.
- Team oriented approach aligned with sound communication skills.
- Technically proficient and always eager to learn about new trends in technologies.

TECHNICAL SKILLS

OS	: Windows, Linux
Tool	: Superset, Visual Studio Code, JIRA
Ticketing Tool	: Freshdesk
Monitoring Tool	: New Relic, Grafana
Language	: JavaScript, HTML,CSS, Shell Script
Database	: SQL, MySQL
Documentations	: MS office
Others	: GitHub, Docker

EXPERIENCE

FarEye Technologies Pvt. Ltd. – Noida <https://www.fareye.com/>

Designation : Senior Technical Support Engineer
Span of Service : July 2020 to Present
Work Location : Gandhinagar, Gujarat.

Empowering Supply Chains through Digital Excellence- Transforming Logistics with Innovative Solutions:

- Monitored application processes, identified enhancements, and conducted root cause analysis for issues.
- Worked across all SDLC stages, including requirement analysis, design, testing, and deployment.
- Utilized tools like Jira, Superset, AWS, New Relic, Grafana, and Freshdesk to optimize workflows.
- Resolved incidents within SLA timelines and maintained system performance for servers and applications.
- Created and updated knowledge base articles, user guides, and troubleshooting manuals.
- Collaborated with Level 3 support and development teams to resolve escalated issues.
- Conducted detailed analyses to identify and address recurring issues with long-term solutions.
- Responded to user inquiries, technical issues, and support requests via multiple channels.

- Managed client relationships, ensuring high customer satisfaction and prompt issue resolution.
- Analyzed data trends and created insightful dashboards using Superset for stakeholders.
- Diagnosed and resolved technical issues, including software bugs and configuration errors.
- Assisted with software installations, updates, and integrations with IT systems.
- Delivered training and user documentation to improve application understanding and usage.
- Implemented contingency plans to minimize downtime and ensure service continuity.
- Built strong client and stakeholder relationships through exceptional support and communication.
- Accurately document support interactions, including issue details, troubleshooting steps taken, and resolutions provided, in the ticketing system. Ensure that support tickets are properly categorized, prioritized, and escalated according to defined procedures.

Vayam Info Solution Pvt. Ltd. – Ahmedabad

Designation : Application Support Engineer

Span of Service : July 2019 to July 2020

Work Location : Ahmedabad, Gujarat.

- Respond to incoming support tickets, emails, or calls from users reporting issues with applications. Prioritize incidents based on severity and impact on business operations. Troubleshoot problems, diagnose root causes, and work towards resolution within agreed upon service level agreements (SLAs).
 - Installed, configured, and maintained IT systems and equipment, ensuring optimal performance and security.
 - Monitor system health and performance, proactively identifying and resolving issues to minimize downtime and disruptions to business operations.
 - Coordinate application deployments, upgrades, and configuration changes following established change management processes.
 - Collaborate with development teams and third-party vendors to resolve complex technical issues and implement solutions.
 - Escalate complex technical issues to higher-level support teams or software vendors when necessary. Collaborate with other support engineers and specialists to resolve issues that require additional expertise.
 - Provide training and support to end-users to enhance their understanding of application functionality and best practices.
- Team management, mentoring, coaching, conflict resolution, performance evaluation

EDUCATION

MCA – Information & Technology (2017 - 2019)

7.93 CGPA – R B Institute of Management Studies - Ahmedabad (GTU)

BCA – Information & Technology (2014 - 2017)

6.47 CGPA – J G College of Computer Application - Ahmedabad (Gujarat University)

HSC – Commerce (2012 - 2014)

67.14 % – Krutika Vidhyalay School - Ahmedabad

SSC – (2011 - 2012)

48.80% – Krutika Vidhyalay School - Ahmedabad

PERSONAL
PROFILE

Gender : Male
Date of Birth : 19th August 1997
Marital Status : Married
Languages : English, Hindi, Gujarati.
Hobbies : Travel, Drawing, Outdoor Sports.
Address : 52, Jay Ambe Society, B/S Paras Apartment, Near Krutika Vidhyalay,
Hanuman Street Road, Ahmedabad (Gujarat) - 382350

DECLARATION

I hereby declare that the above-mentioned information is true to the best of my knowledge.

PLACE: Ahmedabad

(Kuldipkumar Patel)