

Kuldipkumar Patel

Senior Technical Support Engineer

MCA – Information Technology

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Professional Summary

Results-driven Senior Technical Support Engineer with 6+ years of experience in Supply Chain and Logistics technology. Proficient in incident resolution, root cause analysis, system monitoring, and cross-functional collaboration. Adept in tools such as Grafana, New Relic, AWS, Superset, and Jira. Recognized for improving system uptime, enhancing customer satisfaction, and developing scalable support documentation.

Technical Skills

- **Operating Systems:** Windows, Linux
- **Languages:** PHP, JavaScript, HTML, CSS, Shell Script
- **Databases:** MySQL, SQL
- **Cloud Platforms:** AWS (EC2, S3, Cloud-Watch)
- **Monitoring Tools:** New Relic, Grafana
- **BI Tools:** Superset, Power BI
- **Version Control:** Git, GitHub
- **Ticketing Tools:** Jira, Freshdesk
- **Utilities:** Postman, Docker, VS Code, MS Office

Professional Experience

Senior Technical Support Engineer, FarEye Technologies Pvt. Ltd. — *July 2020 – Present* — Gandhinagar, Gujarat
fareye.com

- Resolved 2000+ technical issues with 98% SLA adherence and reduced ticket turnaround time by 25%.
- Assisted users in effectively adopting logistics software, reducing support queries.
- Diagnosed and resolved complex software issues, collaborating with developers to ensure minimal disruption.
- Guided customers through API integration using Postman, improving integration resolution by 20%.
- Created and maintained user guides and training resources to streamline onboarding and reduce support dependency.
- Built real-time dashboards in Superset to enhance customer visibility and reporting.
- Designed custom SQL queries for data analysis and reporting to support business decisions.
- Leveraged Power BI and Grafana to analyze trends, optimize KPIs, and support strategic initiatives.
- Developed an advanced analytics dashboard with filtering, improving customer decision-making by 40%.
- Monitored system performance using Grafana and New Relic, enabling proactive issue resolution.
- Implemented disaster recovery strategies and contingency plans to ensure service continuity.
- Streamlined workflows via Jira and Freshdesk, reducing resolution times by 30% and boosting CSAT scores.

- Conducted root cause analysis and incident reviews, reducing repeat issues by 30%.
- Authored 50+ knowledge base articles and SOPs.
- Collaborated with Level 3 and DevOps teams on complex escalations and feature rollouts.
- Ensured cloud-based application stability and infrastructure performance (AWS).

Application Support Engineer, Vayam Info Solution Pvt. Ltd. – *July 2019 – July 2020* —
Ahmedabad, Gujarat
vayaminfosolutions.com

- Delivered L1/L2 support for enterprise applications across internal and external clients.
- Managed deployments and upgrades to improve application performance and usability.
- Conducted root cause analysis and liaised with vendors for issue resolution.
- Trained 15+ team members and new hires on product usage and support procedures.
- Automated monitoring scripts to reduce manual checks, saving 40% effort.

Education

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|--|---------------------------------|
| • Master of Computer Applications (MCA) | 2017 – 2019 |
| R. B. Institute of Management Studies, Ahmedabad | CGPA: 7.93 (GTU) |
| • Bachelor of Computer Applications (BCA) | 2014 – 2017 |
| J. G. College of Computer Application, Ahmedabad | CGPA: 6.47 (Gujarat University) |

Certifications

- AWS Certified Cloud Practitioner (Expected 2025)
- ITIL Foundation (Certified)

Declaration

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

Place: Ahmedabad

Kuldipkumar Patel