Nisarg Patel

Technical Support Engineer

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Objective

Results-driven technical support specialist with **3+ years** of experience in logistics applications, API integrations, and customer success. Seeking to leverage my skills in issue resolution, data analysis, and cross-functional collaboration to enhance customer experience and drive operational excellence in a dynamic, tech-driven organization.

Professional Experience

L1 Technical Support Engineer, *FarEye Technologies Pvt. Ltd* ↗   Mar 2022 – present | Gandhinagar, India

- Achieved a 95% first-contact resolution rate by promptly responding to user inquiries, technical issues, and support requests via email, phone, and ticketing systems.
- Guided users in effectively navigating and utilizing logistics software, enhancing user adoption and reducing queries.
- Optimized support workflows using **Jira** and **Freshdesk**, resulting in a 30% reduction in resolution time and improved CSAT scores.
- Diagnosed and resolved software issues, including API-related bugs and configuration errors, by collaborating with development teams to ensure minimal disruption and faster resolution.
- Led customers through **API integration processes** using **Postman**, reducing average integration resolution time by 20%.
- Created and maintained comprehensive user guides, Presentations, and training documentation to support end-users and reduce dependency on live support.
- Implement contingency plans and recovery procedures to minimize downtime and ensure service continuity.
- Designed and executed **SQL** queries to extract customer insights, generate custom reports, and support decision-making.
- Built interactive dashboards using **Superset**, and analyzed customer experience metrics using Power BI for real-time visibility and data-driven improvements.
- Utilized Grafana for real-time monitoring of customer experience and system performance metrics, enabling proactive issue detection and faster resolution.
- Analyzed data using **Power BI** and **Grafana** to identify trends, improve KPIs, and inform strategic support decisions.
- Developed an advanced analytics dashboard for customers, incorporating drill-down and filtering features, leading to a 40% improvement in decision-making efficiency.

Cybersecurity Research Intern, *Sistmr* ↗   Jan 2022 – Mar 2022 | Remote, Australia

Conducted audits of networks and security systems to identify vulnerabilities using Kali Linux. Utilized tools like Metasploit and Wireshark for comprehensive analysis and threat assessment.

Software Tester Intern, *DigiLocker* ↗   Jun 2021 – Sep 2021 | Delhi, India

Developed detailed test scenarios and cases, logging errors and defects in comprehensive reports. Communicated testing progress to management, escalating issues as necessary.

Skills

Technical — Troubleshooting, Diagnostics, Customer Service, Incident Management, API & Development

Tools — Freshdesk, JIRA, Postman, Superset, PowerBI, MS Office, VS Code, TeamViewer

Programming — SQL, JavaScript, CSS, HTML

Database — MySQL, PostgreSQL

Operating System — Windows, Linux

Operations & Security — Data Analysis, Cybersecurity, Software Installation, Data Backup & Recovery.

Education

Apollo Institute of Engineering and Technology,   2017 – 2021 | Ahmedabad, India
B.E - Computer Engineering, CGPA -9.1

Languages

English | Hindi | Gujarati