

KULDIPKUMAR PATEL

Senior Technical Support Engineer

Master of Computer Applications (MCA) – Information Technology
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PROFESSIONAL SUMMARY

Senior Technical Support Engineer with 6+ years of experience delivering L2/L3 Application Support and Production Support for enterprise SaaS platforms and government supply chain systems. Expert in ITIL-aligned Incident, Problem, and Change Management within 24x5 SLA-driven environments. Proven track record managing Gujarat State Civil Supplies Corporation (GSCSCL) supply chain operations. Specialized in Root Cause Analysis, SQL database operations, API troubleshooting, Advanced Excel MIS reporting, stakeholder training, and technical documentation for new module implementations.

CORE COMPETENCIES

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| Technical Support & Ops: | L2/L3 Application Support, Production Support, Incident Management, Problem Solving, Root Cause Analysis, 24x5 On-Call Support, Release Management, Performance Monitoring, SLA Management, Escalation Handling |
| Client Management: | Domestic & International Client Relations, Stakeholder Training, Ground-Level Issue Resolution, Field Support, Client Requirement Analysis, Executive Communication, Customer Success Management |
| Data Analysis & BI: | Advanced Excel (VLOOKUP, INDEX-MATCH, Pivot Tables), Daily/Weekly/Monthly MIS Reporting, Data Reconciliation, Dashboard Development, Apache Superset, Power BI, Grafana, SQL Query Development |
| Documentation: | Technical Documentation for New Modules, SOPs, User Manuals, Knowledge Base Articles, Troubleshooting Guides, API Integration Guides |

TECHNICAL SKILLS

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| Operating Systems: | Linux (RHEL, CentOS, Ubuntu), Windows Server (2012/2016/2019) |
| Programming: | JavaScript (ES6), HTML5, CSS3, SQL, Python |
| Databases: | MySQL, PostgreSQL, MS SQL Server |
| Cloud Platforms: | AWS (EC2, S3, RDS, Lambda, CloudWatch, IAM) |
| Monitoring Tools: | New Relic APM, Grafana |
| BI & Analytics: | Apache Superset, Power BI, Advanced Excel (Macros, VBA, Power Query) |
| Version Control: | Git, GitHub, Bitbucket, GitLab |
| ITSM Tools: | Jira Service Desk, Freshdesk |
| API Testing: | Postman, SOAP UI, cURL, REST APIs, JSON/XML |
| Tools & Utilities: | Docker, VS Code, MS Office 365 |

PROFESSIONAL EXPERIENCE

Senior Technical Support Engineer

July 2020 – Present

FarEye Technologies Pvt. Ltd. — Gandhinagar, Gujarat

SaaS provider of logistics orchestration solutions

Primary Client: GSCSCL (Government of Gujarat)

- Spearhead L2/L3 support for cloud-based logistics platform serving enterprise clients globally. Resolved 2000+ critical incidents with consistent SLA adherence, reducing MTTR through systematic troubleshooting.
- **GSCSCL Client Management:** Serve as dedicated engineer for Gujarat State Civil Supplies Corporation, managing supply chain system supporting 250+ warehouses, 17000+ distribution points, and 5000+ field users.
- Prepare daily operational reports per client requirements: inventory tracking, distribution analytics, vehicle utilization, delivery performance, compliance metrics using Advanced Excel and SQL queries.
- Conduct stakeholder training for government officials, warehouse managers, transport coordinators, and field operators on system usage and new features across multiple statewide locations.
- Provide on-ground technical support for field issues: mobile app troubleshooting, barcode scanner integration, GPS tracking failures, hardware connectivity, network issues in rural areas.
- Coordinate with state government departments for requirement gathering, system customization, compliance with regulations, audit requirements, and policy implementations.
- Ensure maximum uptime during critical periods (festivals, emergency supplies, PDS operations) through proactive monitoring and rapid incident response.
- Manage technical support for Fair Price Shop integration, Ration Card validation, Aadhaar authentication, and beneficiary management modules.
- **Technical Documentation:** Author comprehensive documentation for new modules (WMS, Route Optimization, Real-Time Tracking, Mobile App) including user manuals, configuration guides, API documentation, troubleshooting playbooks.
- Develop SOPs for module deployment, data migration, UAT, go-live activities, and post-implementation support. Maintain version-controlled documentation repository.
- Drive user adoption through personalized training, documentation, video tutorials, and hands-on support, reducing recurring queries and improving CSAT scores.
- Conduct deep-dive RCA for complex issues (crashes, performance degradation, integration failures) using SQL analysis, log correlation (Splunk/Kibana), and diagnostics. Collaborate with Development for permanent fixes.
- Guide customers through REST API integration using Postman. Debug API failures between client systems (SAP, Oracle ERP, Government portals) and FarEye platform.
- Author 50+ Knowledge Base articles, SOPs, and troubleshooting guides, streamlining onboarding and reducing training time.
- Design daily/weekly/monthly MIS reports using Advanced Excel (VLOOKUP, INDEX-MATCH, SUMIFS, Pivot Tables, Conditional Formatting) for management and stakeholders.
- Perform data analysis on production databases to identify trends, bottlenecks, and optimization opportunities. Conduct data reconciliation for billing and compliance accuracy.
- Build real-time dashboards in Apache Superset for logistics operations visibility. Develop custom SQL queries for complex analysis supporting business decisions.
- Leverage Power BI and Grafana for trend analysis, KPI optimization, and strategic initiatives. Develop dashboards with dynamic filtering and interactive visualizations.
- Monitor application/infrastructure performance using Grafana, New Relic, CloudWatch. Configure intelligent alerting for proactive issue detection.
- Implement disaster recovery strategies and failover procedures. Participate in DR drills and maintain runbooks for emergency response.
- Streamline workflows via Jira automation, reducing resolution times and improving team productivity.
- Lead P1/P2 incident response, coordinating cross-functional teams and providing executive communication. Conduct post-incident reviews and prepare RFO reports.

- Partner with Level 3, DevOps, Development, QA, Product teams on escalations, feature rollouts, and infrastructure upgrades.

Application Support Engineer

July 2019 – July 2020

Vayam Info Solution Pvt. Ltd. — Ahmedabad, Gujarat

IT services provider specializing in e-Governance and enterprise web applications

- Delivered L1/L2 support for enterprise web applications and e-Governance portals. Managed incident lifecycle using Jira and Freshdesk, maintaining consistent SLA compliance.
- Coordinated application deployments, version upgrades, and patch releases. Conducted pre-deployment validation, smoke testing, and post-deployment monitoring.
- Conducted RCA for application defects and performance issues. Liaised with vendors and development teams for timely resolution.
- Trained 15+ team members on product architecture, support procedures, and troubleshooting methodologies. Developed training materials and conducted workshops.
- Developed automated monitoring scripts using Shell and Python, reducing manual health checks and improving efficiency.
- Created comprehensive documentation: system configurations, troubleshooting guides, incident procedures, and operational runbooks.
- Executed SQL queries on production databases for business reports, data validation, corrections, and ad-hoc requests.

KEY PROJECT

GSCSCL Supply Chain & Logistics Management System

Client: Gujarat State Civil Supplies Corporation

Role: Senior Technical Support Engineer — Duration: July 2020 – Present

Comprehensive supply chain system for statewide civil supplies distribution supporting Public Distribution System (PDS) across Gujarat. System covers 250+ warehouses, 17000+ distribution points, and 5000+ field users.

Responsibilities: Managed end-to-end technical support for mission-critical government operations. Delivered daily operational reports (inventory, distribution analytics, vehicle tracking, compliance metrics). Conducted multi-tier stakeholder training at state headquarters, district offices, and field centers. Resolved ground-level issues (mobile app failures, scanner integration, GPS errors, network problems in rural areas). Created technical documentation for new modules (FPS integration, Ration Card validation, Aadhaar authentication). Ensured maximum uptime during critical distribution periods.

Technologies: AWS (EC2, S3, RDS, CloudWatch), MySQL, PostgreSQL, Grafana, New Relic, Advanced Excel, Apache Superset, Power BI, Android mobile app, REST APIs, Government portals

EDUCATION

Master of Computer Applications (MCA) — CGPA: 7.93/10.0 2017 – 2019

R. B. Institute of Management Studies, Gujarat Technological University (GTU), Ahmedabad

Bachelor of Computer Applications (BCA) — CGPA: 6.47/10.0 2014 – 2017

J. G. College of Computer Application, Gujarat University, Ahmedabad

CERTIFICATIONS

- AWS Certified Cloud Practitioner – In Progress (Expected Q1 2025)
- ITIL Foundation v3/v4 – Certified (IT Service Management Framework)
- Continuous Learning: Udemy, Coursera, LinkedIn Learning (Cloud, DevOps, Data Analytics)

ADDITIONAL INFORMATION

Languages: English, Hindi, Gujarati (Native)

Notice Period: 60 days (Negotiable)

DECLARATION

I hereby declare that the above information is true, accurate, and complete to the best of my knowledge.

Signature: Kuldipkumar Patel