

# Nisarg Patel

## Technical Support Engineer

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### Objective

Detail-oriented Computer Engineer with **3 years of experience** in Technical Support, SQL, and ticketing systems. Skilled in troubleshooting, system optimization, and streamlining support workflows. Proven ability to resolve issues efficiently and enhance IT operations through innovative solutions.

### Professional Experience

**LI Technical Support Engineer,**  
*FarEye Technologies Pvt. Ltd* 

Mar 2022 – present | Gandhinagar, India

- Respond promptly to user inquiries, technical issues, and support requests related to logistics applications via **email, phone, and ticketing systems**, achieving a 95% first-contact resolution rate.
- Guide users in effectively navigating and utilizing logistics software.
- Optimized ticketing workflows using **Jira and Freshdesk**, reducing resolution time by **30%** and enhancing customer satisfaction.
- Diagnose and troubleshoot software bugs, configuration errors, and system malfunctions, ensuring minimal disruption.
- Collaborate with development teams to investigate and resolve complex issues efficiently.
- Work with vendors to secure tools and integration data, improving diagnostic capabilities by 20%.
- Create and maintain user guides, training materials, and documentation to support end-users.
- Assist in integrating logistics applications with other IT systems within the organization.
- Implement contingency plans and recovery procedures to minimize downtime and ensure service continuity.
- Design and execute **SQL** queries to generate custom reports and actionable insights.
- Build and maintain strong relationships with users and stakeholders through exceptional technical support.
- Worked on the GOG GSCSCL client project to develop an extensive dashboard using **Superset**, incorporating drill-down and filtering capabilities, which resulted in a 40% reduction in decision-making time.

**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, MS Office, VS Code, TeamViewer

**Programming** — SQL, Python, JavaScript, CSS, HTML

**Database** — MySQL, PostgreSQL

**Operating System** — Windows, Linux, Unix

**Other Skills** — Data Analysis, Cybersecurity, Software Installation, Data Backup & Recovery.

### Education

**Apollo Institute of Engineering and Technology,**  
*B.E - Computer Engineering, CGPA -9.1*

2017 – 2021 | Ahmedabad, India

### Languages

English | Hindi | Gujarati