

Krutik Patel

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PROFESSIONAL SUMMARY

I aim to solve problems in an effective/creative manner in a challenging position to grow professionally as well as personally.

EDUCATION

Bachelor of Engineering (Computer Science) St. John College of Engineering and Management	2018 - 2022 Grade: 9.5/10.0
Intermediate (Class XII) Chinmaya Vidyalyaya	2017 - 2018 Grade: 84.8%
Matriculation (Class X) St. Mary's High School	2015 - 2016 Grade: 93.0%

EXPERIENCE

Senior Software Engineer June 2022 - Present
Vistaar Systems Pvt. Lt. *Mumbai*

Role - Backend Developer

Skills - Coding, Testing, Debugging errors, feature development and enhancement, etc.

Languages - Javascript, Postgresql, Oracle, Shell Script

- **Data Processing & ETL Development:** Created ETL scripts using SQL (Oracle, PostgreSQL) and shell scripting to extract, transform, and load data for demo projects and production systems, enabling efficient data pipelines and analysis workflows.
- **Data Generation & Verification:** Performed data cookup and number verification using spreadsheets and SQL queries, ensuring high-quality datasets for testing, analysis, and production support scenarios.
- **Analytical Support & Reporting:** Conducted data analysis, trend identification, and performance metrics tracking through JavaScript backend logic and SQL, supporting business intelligence and decision-making processes.
- **Quality Assurance & Documentation:** Developed unit tests, comprehensive documentation, and enhancement code for data-driven applications, maintaining data integrity and facilitating seamless production deployments.

PROJECTS

IT Ticket Analysis ([Github](#)) September 2025

Analyzed IT support ticket data to evaluate agent performance, resolution efficiency, and employee satisfaction.

Key aspects of the analysis include:

- Analyzed ticket volumes over time, resolution speeds, and performance targets met for different severity and priority levels.
- Agent-wise performance evaluation to identify high and low performers and assess training needs.
- Category-wise and age/seniority-wise insights to uncover process bottlenecks and improvement areas.
- Data-driven recommendations for staffing, process optimization, and training program enhancement.

Skills : Spreadsheets

CERTIFICATIONS

Spreadsheets Newton School July 2025

Completed structured training in spreadsheets (Excel/Google Sheets) covering data cleaning, analysis, formulas/functions, and dashboarding as part of the Data Science program at Newton School.

Learn Linux in 5 Days and Level Up Your Career Udemy ([Link](#)) November 2022

Learning Shell Script

JavaScript: The Advanced Concepts (2023 Update) Udemy ([Link](#)) November 2022

Learning Advanced JavaScript concepts

JavaScript - The Complete Guide 2023 (Beginner + Advanced) Udemy ([Link](#)) November 2022

Learning advanced JS concepts

The Complete Oracle SQL Bootcamp Udemy ([Link](#)) July 2022

Learning Oracle SQL

SKILLS

Computer Language: Bash Scripting, JavaScript, SQL

Soft Skill: Communication Skills, Creativity, Critical Thinking, Decision-making, Leadership, Problem-Solving, Teamwork, Time management, Verbal/nonverbal communication

Databases & Data Tools: Elasticsearch, Excel, MySQL, Spreadsheet

APIs & Testing: API, API testing, Unit Testing

Cloud & DevOps: Git and Github, UNIX

Domain & Business Skills: Analytics, Documentation Writing, Product Management

Frameworks & Libraries: Microsoft Office

EXTRA-CURRICULAR ACTIVITIES

Sports

Karate - Black Belt, Gold in national level tournaments, volunteering in tournaments

Hobbies

Gym, MMA, Bike riding, playing Garba, travelling

Volunteering

Student Volunteer at National Service Scheme (NSS) from Sep'19 - Sep'21