

# Krutik Patel

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## PROFESSIONAL SUMMARY

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

## EDUCATION

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

## EXPERIENCE

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<b>Senior Software Engineer</b> Vistaar Systems Pvt. Lt.	June 2022 - Present <i>Mumbai</i>
<b>Role</b> - Backend Developer	
<b>Skills</b> - Coding, Testing, Debugging errors, feature development and enhancement, etc.	
<b>Languages</b> - Javascript, Postgresql, Oracle, Shell Script	
<ul style="list-style-type: none"><li>• <b>Data Processing &amp; ETL Development:</b> 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.</li><li>• <b>Data Generation &amp; Verification:</b> Performed data cookup and number verification using spreadsheets and SQL queries, ensuring high-quality datasets for testing, analysis, and production support scenarios.</li><li>• <b>Analytical Support &amp; Reporting:</b> Conducted data analysis, trend identification, and performance metrics tracking through JavaScript backend logic and SQL, supporting business intelligence and decision-making processes.</li><li>• <b>Quality Assurance &amp; Documentation:</b> Developed unit tests, comprehensive documentation, and enhancement code for data-driven applications, maintaining data integrity and facilitating seamless production deployments.</li></ul>	

## PROJECTS

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<b>IT Ticket Analysis</b> ( <a href="#">Github</a> )	September 2025
Analyzed IT support ticket data to evaluate agent performance, resolution efficiency, and employee satisfaction.	
Key aspects of the analysis include:	
<ul style="list-style-type: none"><li>• Analyzed ticket volumes over time, resolution speeds, and performance targets met for different severity and priority levels.</li><li>• Agent-wise performance evaluation to identify high and low performers and assess training needs.</li><li>• Category-wise and age/seniority-wise insights to uncover process bottlenecks and improvement areas.</li><li>• Data-driven recommendations for staffing, process optimization, and training program enhancement.</li></ul>	
<b>Skills</b> : Spreadsheets	

## CERTIFICATIONS

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<b>Spreadsheets</b> 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.	
<b>Learn Linux in 5 Days and Level Up Your Career</b> Udemy ( <a href="#">Link</a> )	November 2022
Learning Shell Script	
<b>JavaScript: The Advanced Concepts (2023 Update)</b> Udemy ( <a href="#">Link</a> )	November 2022
Learning Advanced JavaScript concepts	
<b>JavaScript - The Complete Guide 2023 (Beginner + Advanced)</b> Udemy ( <a href="#">Link</a> )	November 2022
Learning advanced JS concepts	
<b>The Complete Oracle SQL Bootcamp</b> Udemy ( <a href="#">Link</a> )	July 2022
Learning Oracle SQL	

## SKILLS

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**Computer Languages:** JavaScript, SQL, SQL, Python

**Software Packages:** UNIX, Excel, MySQL, Excel

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

**Others:** Git and Github, Unit Testing, Microsoft Office, Spreadsheet, Product Management, Problem-Solving, Analytics, Documentation Writing, Bash Scripting, API testing, Elasticsearch

## EXTRA-CURRICULAR ACTIVITIES

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### 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