Utsavkumar Patel

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ABOUT

Results-driven **Technical Support Specialist** with hands-on experience in various facets of **emerging web technologies.** Adept at performing effectively in fast-paced environments, **prioritizing tasks**, and **achieving objectives within deadlines. Possesses strong problem-solving** and **analytical skills. Proficient in leveraging APIs**, **CSS**, **JavaScript**, and **modern frameworks** and **libraries**, along with expertise in **version control tools** such as **GitHub**, **GitLab**, and **Git**. **A passionate team player** committed to **delivering visually appealing** and **efficient user interfaces**, **design solutions**, and **promotional content**

EDUCATION

Computer Systems Technician: Software Support (558)(Co-Op)(2 YR)   ***Jan 2020 - Feb 2022***
Mohawk College - Hamilton, Ontario
- Graduated **with an Overall GPA** of **81.4/100**

Computer Engineering (Bachelors)*(with WES Evaluation Report)*   ***2018***
Gujarat Technological University - Gujarat, India
- Graduated **with distinction** (CGPA: **7.37/10**)

TECHNICAL SKILLS

Technologies: **ReactJS**, Bootstrap, **Material UI**, C#, JAVA, **Python**, PHP, **ES6**, jQuery, CSS, **HTML**

CMS (Content Management System):   **Shopify**, Squarespace, **Square**, Weebly, **Bookmark**, WIX, **WordPress**

IDEs: **SQL Server Management Studio**, Sublime, IntelliJ, **Visual Studio Code**, Android Studio

Other Tools: **Postman**, **JIRA**, Teams, **Confluence**, Canva, **Slack**, HubSpot, **Freshdesk**

WORK EXPERIENCE

Technical Support Specialist, Silverblaze Solutions   ***March 2023 - Present***
- **Resolved over 30%** of the **total support tickets last year**, **setting a team record** for highest issue resolution rate while **consistently demonstrating strong troubleshooting** and **problem-solving capabilities**
- **Developing** and **maintaining detailed Confluence documentation**, improving knowledge sharing and reducing resolution time for internal teams and customers

- **Utilizing advanced troubleshooting tools**, including **VPNs**, Java, **Jira**, **TeamSupport**, **Postman**, Test Servlet, and **Microsoft Teams**
- Working closely with **R&D, Product Owners, PMs**, **and other departments** to address escalated issues, **improving internal communication** and issue resolution speed
- Providing **timely updates on critical issues** to the **Professional Services team, Team Lead, and Manager**, ensuring transparency and alignment on major incidents
- **Staying updated with industry trends** and **emerging technologies** to offer **cutting-edge technical support**

E-Commerce Coordinator, Mosaic Sales Solutions　　　　　　　　　　　　*July 2022 – March 2023*
- **Developed e-commerce website/store** for **small businesses** around Canada on **Shopify's platform**
- **Supported** and **helped business owners** with **inventories management**, shipping, **marketing plugins**, and other **necessary admin support** to launch the website
- **Added** search engine operations keywords **(SEO)** for the **client's online store**. Including **adding** & **editing** the **metadata** & **preferences** for **better search result**
- **Assisted customers** to **develop distinctive creative assets** like **promotions**, gift codes, **email marketing** & **pop-up sign up**
- **Helped implement advertisement campaigns** on Facebook, **Instagram**, Google **for engagement**, and **awareness** about the **brand**
- **Designed online store** from scratch including but not limited to **uploading products**, **creating pages**, SEO, branding, **posters**, **social media marketing** & **communication integrations**

PROJECT EXPERIENCE

The Land Planners - https://thelandplanners.com/
- **Built** the Clients **Architecture** and **3D Rendering services** website from the scratch using **Shopify**

Random Photo Adventure - https://www.randomphotoadventure.ca/
- **Made** the **Clients Photography site** using **Square CMS**

Photography from the Soul - https://www.photographyfromthesoul.ca/
- I have **built professional site** based on photography using **Squarespace** Platform

Rolling Dice Apk - https://github.com/Utsav360/Rolling-Dice-Apk
- **Created responsive rolling dice Apk** using skills learnt the class of **Front-End Web Programming**
- **Built Web Apk** using **ReactJS**, JSX, components, **props**, and **component state best practices**