

Dear Hiring Manager,

I am a results-driven professional with more than **seven years** of experience as an **AI Automation Engineer, Software Implementation Consultant, Technical Support, Teaching Management, Software & Hardware issues, Process Improvement, Training, Customer Service Management, Network Maintenance, and People Management**, which can be utilized for the benefit of the organization.

Experienced **IT/MIS** professional with expertise in managing **IT portals, Apply Generative AI, AI-assisted workflow automation, process optimization, data analysis, and intelligent digital solutions** to solve business problems and enhance productivity. My combination of IT operations, software development, portal management, troubleshooting, and AI automation skills enables me to work effectively across technical and business requirements. MIS systems, and **digital transformation projects**. Skilled in **website administration, portal management, database coordination, user support, report generation, and implementation of web-based solutions. Strong experience in coordinating with stakeholders, resolving technical issues, and ensuring smooth operation of enterprise and government/educational digital platforms.**

Currently, I am associated with **Adani, India**, as a **Junior Executive**, and I have extensive experience in installing and configuring computer systems and applications within the company; with skilled at responding to customer inquiries and assisting in troubleshooting and resolving challenges. I am an expert in conducting complete and thorough diagnostics with end-users to enable the first point of contact resolution.

Moreover, I am an expert in identifying and resolving technical network, hardware, and software issues, escalating requests if required. My proficiency also includes providing problem resolutions for hardware, software, and applications problems to continue user productivity effectively. Good at analyzing complex logs to troubleshoot customer issues and provide effective resolutions.

During my tenure, I have gained good experience in interacting with customers and team members. I can work in challenging environments and able to handle pressure and complete tasks in a defined time. I am committed to customer satisfaction, providing timely and professional service in a friendly and positive manner.

Also, I am highly skilled in managing and maintaining relationships between highly diverse cross-functional teams and users, building productive relationships with internal and external stakeholders, vendors, and partners. Additionally, I earned my **Bachelor of Computer from Gujarat Technological University, India.**

Moreover, I possess exceptional communication, presentation, and strong interpersonal skills. I am a competent strategic thinker who can create and implement solutions and succeed in high-pressure, challenging, and deadline-driven environments. With the skills I have gained so far, I would like to fully leverage my skills for an effective contribution to your team.

My resume is enclosed for your consideration. If you have any questions or wish to schedule an interview, please get in touch with me at **(+91) 960 1323 135**. I am looking forward to hearing from you soon.

Thank you for your time and consideration.

Sincerely,

Sagar Patel

SAGAR PATEL

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CAREER SNAPSHOT

- AI-focused professional with expertise in **AI Engineering and AI Automation**, leveraging AI-driven technologies to **automate workflows, optimize business processes, improve productivity**, and develop intelligent solutions aligned with organizational requirements.
- Technology-driven and resourceful professional with more than **seven years** of progressive experience and proven achievements spanning across **Technical Support Management, Troubleshooting, Project Management, IT Operations, Software Development, Teaching**, and Service Delivery ascertaining to diversified domains
- Experienced **IT/MIS** professional with expertise in managing **IT portals**, MIS systems, and **digital transformation projects**. Skilled in website administration, portal management, database coordination, **user support, report generation, and implementation of web-based solutions**. **Strong experience in coordinating with stakeholders, resolving technical issues, and ensuring smooth operation of enterprise and government/educational digital platforms**.
- Profound working knowledge in troubleshooting network hardware issues while responding to customer support issues and being good at handling IT infrastructure projects related to desktop operations
- Hands-on experience in analyzing information system needs, evaluating end-user requirements, custom designing solutions, and troubleshooting for complex information systems management; familiarity with computer systems and their related technologies
- Competency in managing complex technical issues, document solutions, and effectively providing timely resolution to all product-related technical problems experienced by clients; skilled in resolving complex network issues
- Good understanding of Software Development, including requirement analysis, design, coding, testing, debugging, and maintenance in the development process; well-versed in troubleshooting network hardware, and software problems while responding to customer support issues
- Highly organized and able to work tight deadlines and communicate effectively with technical peers; firm analytical and problem-solving skills and a quick learner of new technologies and get involved with them

TECHNICAL SKILLS

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|-------------------------------------|---------------------------------------|-------------------------------------|
| • IT Portal & Website Management | • Management Information System (MIS) | • AI Engineering |
| • Database Management | • Generative AI | • Report Generation & Data Analysis |
| • Software Implementation & Support | • System Testing & Troubleshooting | • AI-Assisted Workflow Automation |
| • Digital Transformation Projects | • Time Management | • AI Automation |
| • Prompt Engineering | • Python for AI & Automation | • API Integration |
| • LLM Integration | | |

EDUCATION

- Bachelor of Computer from Gujarat Technological University, India - 2016

WORK EXPERIENCE

 Adani Gaims, India	Dec 2018 – Till date
 Junior Engineer	

Key Deliverables:

- AI Automation: Supported AI-based automation for workflow and process improvement.
- Managed and maintained institutional IT portals and websites
- Coordinated development and implementation of new portal features.
- Generated MIS reports for management and departmental review
- Managed user accounts, permissions, and technical support.
- Coordinated with software vendors for issue resolution and system enhancements.
- Ensured data accuracy, security, and regular system updates.
- Conducted user training and prepared technical documentation.

- Supported digital initiatives such as attendance systems, e-learning portals, alumni portals, and online application systems.

 HJD Institute, India Sept 2017 – Jul 2018
 **Computer Teacher**

- Maintained computer hardware and software for school computers, including troubleshooting technical problems when they occur.
- Helped students learn basic computer skills such as using a mouse or keyboard.
- Provided technical support for faculty members who needed assistance with using school computers.

 MTAJ Solutions, India Aug 2016 – Aug 2017
 **Junior Developer**

- Designed webpages and managed websites.
- Involved in error-solving in live projects.

Certificate courses

- Adani Anti-Phishing Module
 - Adani Cyber Security Awareness course
 - Anti-Bribery and Anti-Corruption Policy at Adani
 - Building Career Development Programs and Succession Planning
 - Excel Visualization_ Getting Started with Excel for Data Visualization
 - Getting started in Excel 365
 - Group Safety Induction Module
 - Insider Trading - Adani Group
 - Introduction to ESG
 - Security Awareness Module at Adani
 - Trust Building through Effective Communication
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