

CHINTAN PATEL

CUSTOMER SUCCESS OPERATIONS | APPLICATION SUPPORT | WORKFORCE TECHNOLOGY

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[Portfolio: chintanpatel-784.netlify.app](#)

PROFESSIONAL SUMMARY

Customer success operations and application-support candidate with Government of Canada Employment Insurance experience, hands-on responsibility for a mission-critical 911 software platform and practical AI/SaaS portfolio work. Skilled in learning complex workflows, investigating customer friction, documenting reproducible issues, translating user needs for technical teams, training front-line users and communicating clearly with people navigating high-stakes moments. Drawn to workforce technology that makes support, career and employment systems clearer, faster and more humane.

CORE CAPABILITIES

- Customer success operations; product and workflow fluency; customer-minded QA; issue triage; implementation support
- Technical documentation; training preparation and delivery; reusable guides; troubleshooting; vendor escalation
- Voice of customer; cross-functional coordination; high-volume case management; privacy; regulated operations

PROFESSIONAL EXPERIENCE

Service Canada - Government of Canada | Sudbury, Ontario

Payment Services Officer (PM-01) | *July 2024-Present*

- Evaluate Employment Insurance and Canada Disability Benefit claims by reviewing evidence, applying federal legislation and documenting defensible decisions across multiple case-management and communication systems.
- Manage a high-volume portfolio of complex client files while meeting service standards, processing deadlines and strict privacy, security and information-management requirements.
- Translate complex policy outcomes and next steps into clear, empathetic communication for clients seeking employment stability or facing financial and accessibility-related barriers.
- Selected for a secondment supporting the newly launched Canada Disability Benefit program, rapidly learning evolving guidance and contributing within a new processing team.

Northern 911 | Sudbury, Ontario

Computer Application Specialist | *January 2024-July 2024*

- Supported deployment and daily operations of Viper, a next-generation 911 software platform, acting as the bridge between dispatch users, internal technical teams and the software vendor.
- Investigated workflow and application issues, gathered operational context, supported escalation and tracked updates or feature changes so front-line users received actionable guidance.
- Authored user guides, troubleshooting procedures and system-configuration references that translated technical behaviour into dispatch-ready instructions.
- Designed and delivered training for dispatchers on new and existing application workflows, answering edge cases and reinforcing consistent operational use.
- Improved application performance and user workflows through configuration tuning, scripted utilities and process refinement across a mission-critical environment.

Northern 911 | Sudbury, Ontario

911 Dispatcher - Part-Time, Weekends | *October 2022-Present*

- Handle live emergency calls and dispatch police, fire and EMS through computer-aided dispatch, VoIP and radio systems while coordinating multi-agency responses.
- Maintain precise real-time records and follow strict operational and privacy protocols under urgent, high-consequence conditions.

SELECTED PRODUCT, SAAS AND AI PROJECTS

Workforce SaaS Customer-Workflow QA | *Simulated portfolio case study*

Designed 12 end-to-end test cases and three reproducible issue reports for a fictional workforce platform, covering customer impact, expected versus actual behaviour, severity and prioritized recommendations.

Voice of Customer and Issue Triage Dashboard | *Simulated portfolio case study*

Built an interactive operating view from 20 synthetic customer signals across five accounts, with severity logic, reproducibility, priority queue, cross-customer patterns and clear next actions for Customer Success, Product and Build.

AI SaaS Implementation Playbook | *Simulated portfolio case study*

Created a 30-day plan for a fictional workforce agency, including discovery, stakeholder ownership, a RAID log, role-based training, user acceptance and eight evidence-based go-live gates.

Local-Business Website-Pitch Pipeline | *Working automation*

Built a reusable multi-agent workflow that researches and scores local-business prospects, verifies candidates, generates and deploys accessible sample websites, prepares outreach and an Excel call sheet, and pauses for human approval before any contact.

ADDITIONAL EXPERIENCE

CrewMerch.ca | Sudbury, Ontario

Founder / Operator | *2023-Present*

- Built and operate a niche e-commerce business for the first-responder community, managing the WordPress/WooCommerce store, hosting, DNS, SSL, security updates, SEO, fulfilment and customer support.
- Designed and brought more than 20 original products to market while owning the workflow from product concept through online delivery.

Northern Nissan Dealership | Sudbury, Ontario

Automotive Service Technician | *October 2021-July 2023*

- Diagnosed mechanical and electrical issues through structured troubleshooting and explained technical findings and repair recommendations to customers in plain language.

McDonald's Canada | Sudbury, Ontario

Assistant General Manager | *2018-2020*

- Led high-volume restaurant operations and owned approximately \$30,000 in weekly inventory ordering, coordinating suppliers, demand, waste and budget adherence.

EDUCATION AND CREDENTIALS

Bachelor of Engineering, Mechanical Engineering - Gujarat Technological University, India | 2017 | CGPA 8.33/10

Diploma, Automotive Technician - Service and Management - Cambrian College | 2020 | GPA 3.88/4.00

Google IT Support Professional Certificate - Google/Coursera | December 2023

TECHNICAL TOOLKIT

- Applications and operations: Viper 911, CAD systems, Microsoft Teams, Outlook, case-management platforms, WordPress/WooCommerce
- Web and product projects: HTML, CSS, JavaScript/TypeScript, Next.js, GitHub, Netlify, CSV and structured data
- Automation and AI: Claude, ChatGPT, multi-agent workflows; foundational Python, PowerShell and Bash