

Krunal Mevada

IT Analyst | Microsoft Power Platform, Dynamics 365 & Generative AI | Azure Solutions Architect Expert

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Professional summary

IT Analyst at Tata Consultancy Services with 7+ years of hands-on development in Microsoft Power Platform, Dynamics 365, Generative AI and data integration. Delivered 14+ Power Platform projects for a global media and entertainment client, built a production Microsoft Copilot Studio assistant that reduced IT help-desk calls, and manage 500+ Pentaho ETL pipelines on PostgreSQL for a telecom client. Microsoft Certified Azure Solutions Architect Expert and Google Cloud Certified Partner Specialist in Gemini Enterprise (Deployment and Agent Development).

Selected achievements

- Contributed to a GenAI customer service virtual agent (Dialogflow CX and Gemini) handling about 2M contacts a month, ~90% resolved without a human agent.
- Built a production Microsoft Copilot Studio employee assistant (Teams, SharePoint, Confluence, ITSM) that reduced IT help-desk calls.
- Run 500+ Pentaho ETL pipelines syncing 15+ telecom systems into PostgreSQL, processing millions of records daily.

Technical skills

- Power Platform & Dynamics:** Power Apps (Canvas, Model-Driven), Power Automate, Power BI, Power Pages, Dynamics 365, Dataverse, Power Apps Component Framework (PCF), Custom Connectors, SharePoint
- Generative AI & Agents:** Microsoft Copilot Studio, Google Gemini, Gemini Enterprise, Dialogflow CX, Agent Development Kit (ADK), Conversational AI, Prompt Engineering, Machine Learning
- Data & Integration:** Pentaho Data Integration (PDI), ETL, PostgreSQL, Apache Kafka, REST APIs, Jira and Confluence APIs, Okta
- Cloud & DevOps:** Microsoft Azure, Google Cloud Platform (GCP), Azure DevOps, DevOps, Cloud Computing
- Programming:** C#, .NET Core, Java, Python, TypeScript, JavaScript, React.js
- Practices:** Agile and Scrum, requirements gathering, technical documentation, customer-facing delivery

Professional experience

Tata Consultancy Services (TCS) · Gandhinagar, Gujarat, India

Jul 2019 – Present

IT Analyst

Jan 2024 – Present

Telecom client (Oct 2024 – Present)

- Develop and maintain 500+ Pentaho Data Integration pipelines that sync telecom data across 15+ internal systems into a central PostgreSQL database, processing millions of records daily.
- Built custom Java components to stream Apache Kafka data into Pentaho pipelines, extending PDI beyond its built-in capabilities.
- Contributed to a GenAI customer service virtual agent on Google Dialogflow CX and Gemini that handles about 2M contacts a month, with ~90% resolved without a human agent and 90–95% accuracy.
- Develop Power Apps Canvas apps for business users.

Digital marketing services client (Mar 2024 – Sep 2024)

- Built a production GenAI employee assistant with Microsoft Copilot Studio, deployed in Microsoft Teams and connected to SharePoint, Confluence, Jira and Okta.
- Added document intelligence for HR and policy questions, ITSM ticket creation and tracking, automated MFA resets and live-agent escalation.
- Reduced IT help-desk calls by enabling employee self-service, and identified and cleaned up outdated knowledge content.
- Delivered a working production solution that went beyond a proof of concept.

Media and entertainment client (Jan 2024 – Feb 2024)

- Continued delivering Power Platform and Dynamics 365 solutions, completing a 4.5-year engagement.

System Engineer

Jul 2021 – Jan 2024

- Delivered 14+ Power Platform projects in total for a global media and entertainment company, working directly with customers and solution architects in Agile/Scrum teams.
- Built Model-Driven and Canvas Power Apps, Power Pages portals, Power Automate flows and Power BI reports.
- Developed C#/.NET plugins to extend Dataverse and Dynamics 365 business logic.
- Created React and TypeScript PCF custom controls for Model-Driven apps, Canvas apps and Power BI.
- Built custom connectors for Power Automate to integrate external systems and APIs.

Assistant System Engineer

Jul 2020 – Jul 2021

- Developed Model-Driven and Canvas Power Apps, Power Automate flows and Power BI reports for the global media and entertainment client.
- Gathered requirements with customers and solution architects and delivered features.

Assistant System Engineer Trainee

Jul 2019 – Jul 2020

- Developed Power Apps and Power Automate solutions for the global media and entertainment client from day one, working directly with customers and solution architects.

Key work projects (TCS)

Enterprise IT (digital marketing services client)

- **Internal Employee Chatbot:** Microsoft Copilot Studio, Power Automate, Power BI, Jira APIs, Confluence APIs, Okta APIs.

Media and entertainment client

- **Deal, rights, title and checks apps:** Power Apps Canvas, Power Pages, Power Automate, Power BI, PCF, Dynamics 365, C#, React.js, JavaScript, R.
- **Application tracking system:** Power Pages, Power Automate, Dynamics 365, C#, HTML, CSS, JavaScript.
- **Production, scheduling and other apps:** Power Platform, Dynamics 365, C#, JavaScript.

Certifications

Gemini Enterprise Agent Development, Certified Partner Specialist · Google Cloud	Oct 2026
Gemini Enterprise Deployment, Certified Partner Specialist · Google Cloud	Oct 2026
Azure Solutions Architect Expert · Microsoft (ID 26B9C94695A74470)	Jan 2026
Azure Administrator Associate (AZ-104) · Microsoft (ID C7B4769C36816237)	Dec 2024
Azure Fundamentals (AZ-900) · Microsoft	Jan 2023
LinkedIn Skill Assessments passed: Python, Java, Machine Learning, Power Automate, Power BI.	

Education

Bachelor of Engineering, Computer Engineering

2016 – 2019

L. C. Institute of Technology, Bhandu, Mehsana (Gujarat Technical University) · CGPA 8.35

Diploma in Computer Engineering

2013 – 2016

K. D. Polytechnic, Patan (Gujarat Technical University) · CGPA 9.09

Academic projects

- **Smart Health Care and Research (2018 – 2019):** Final-year project, team of 3. Health platform for patients, doctors, hospitals and pharmacies. Python, Django, Vue.js, IoT.
- **Ask To Agri Expert (2017 – 2018):** Team of 7. Multilingual farmer Q&A mobile app and government portal. Android, Java, Kotlin, PHP. 3rd place, Smart Gujarat for New India Hackathon.
- **Aone Ceramics e-commerce website (Sep 2018 – Apr 2019):** Team of 8. Online ceramic sales portal on WordPress and WooCommerce. Gujarat Industrial Hackathon.
- **Kaide Personal Assistant (2015 – 2016):** Diploma final-year project. Android personal assistant app. Java, SQLite.

Awards

- 3rd place, Smart Gujarat for New India Hackathon, PDPU Gandhinagar (SSIP, Government of Gujarat), Mar 2018; zonal round winner.
- Winner, Gujarat Industrial Hackathon zonal round, Marwadi University, Rajkot (SSIP, Government of Gujarat), Feb 2019.
- 1st place, Android Apps Development, Robothon 2015 (IIT Guwahati certified); 1st place in three college tech-fest coding events, 2017.