Vivek Kundaliya

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SUMMARY

Experienced customer service professional with 2 years of working in a customer-centric environment. Skilled at providing excellent customer service to a diverse customer base. Proven ability to identify customer needs and provide innovative solutions to meet those needs.

EXPERIENCE

Programmer Analyst
Silent Infotech Pvt Ltd   **February 2022 - March 2023, Ahmedabad**

· Building customized ERP software.
· To improve the software's rectiveness and usability for end users.
· Install the software on their own host or a cloud provider.
· Developed business harware solution that was used in industry by applying the knowledge of electronics and programming.Implemented and tested hardware solution that increased the project 66% of quicker than manual methods. Provided documentations and assisted the team with understand the product data.
· Assist the user in adopting the new features to become more. efficient and organized.
· Designed and implemented ERP software for over 500 users, resulting in a 50% increase in overall efficiency, decreased input errors and processing time by 25%, and an increase in customer satisfaction of 80%.

EDUCATION

Post Graduation Diploma
Minor in Software Engineering Technology · Centennial College · Scarborough , Toronto · 2025

Bachelor of Engineering
Silver Oak College of Engineering Affilated to Gujarat Technology University · Ahmedabad , GJ,IN · 2022 · 7.45

High School
Kendriya Vidyalaya · Rajkot,GJ,IN · 2018 · 9.0

INVOLVEMENT

Chair of Management Committee
Silver Oak University · IEEE Student Branch · January 2019 - March 2020

· Led 6-person management team to coordinate, supervise, and approve strategic plans in accordance with organizational goals, while assessing and approving budget forecasts.
· Cooridnated two intercollege events with more than 3000 pariticipants and 20+ events in ten days, increasing student engagement.
· Built and maintained relationships with cross-cultural and multi-cultural students to facilitate open dialogue and strengthen sense of community.
· Organized seminars with guest speakers from universities and major production companies to offer additional educational resources for students.

SKILLS

Soft Skills: Inter-personal Communication, Quick Learner, Management And Coordination, Responsible

Languages: English, Hindi , Gujarati

Software: ERP, Python , Web, Backend, SQL

Certification of Active Listening Level 1 on 7cups.