

Assignment Module:2

RESUME

CHANAKYA DAVE Support Manager

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PROFFESIONAL SUMMARY

Possess strong organizational skills and highly attentive to detail, making me a valuable team player. Successfully juggled multiple projects simultaneously, ensuring a high level of accuracy throughout. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Seasoned collaborator experienced in meeting needs, improving processes and exceeding requirements in team environments. Exceled in effective communication and prioritizing tasks, leveraging my strong skills in these areas.

SKILLS

- Communication, Analytical Skills, Decision Making, Problem Solving,
 - Business Intelligence, Critical Thinking, Business process mapping
 - Strategic planning, Staff Management
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WORK EXPERIENCE

Phaze.io

Dec/2024- Current

Support Manager

- Handle escalated customer complaints and resolve complex issues.
- Develop and implement support policies and procedures.
- Provide feedback to product, engineering, and marketing teams based on support insights.
- Continuously seek ways to improve the customer support experience.
- Work closely with product, engineering, and sales teams to relay customer feedback.
- Select and maintain support tools and platforms.

Skabern

May/2023-Dec/2024

Business Analyst

- Behaved as the liaison among product, IT, and sales teams to understand customer demand for new features and new potential markets to move into.
- Uphold communication between stakeholders, engineering, and marketing, resulting in improved speeds of feature development.
- Created user story acceptance scale to achieve buy-in from stakeholders, and refined stories with scrum teams.
- Designed workflows and operation charts, documenting existing procedures to determine inefficiencies.
- Explored different ways to utilize the existing product to enhance customer retention, aiming to achieve a 20% increase in product usage.
- Collaborated with 4 analysts to update requirements and scope and assisted in client/stakeholder meetings.
- Reviewed and interpreted user feedback, and conducted research to stay on top of trends, reporting insights to team.

Mad Over Grill Restaurant
Jan/2023

March/2021 -

Restaurant Manager

- Adapted to pandemic practices, signing on with Zomato and Swiggy food delivery services, maintaining 80% of revenue during 2021.
- Generated regulations and safety standards checklists and reminders, posting them in staff areas, resulting in no policy violations and state government give us perfect score on health inspections.
- Connected with local vendors for specialty ingredients, negotiating prices 10% below budget.

- Supervised staff, implemented disciplinary actions as necessary, utilizing oral reprimands, written warnings, and suspensions when appropriate, maintaining 4.9 stars on google reviews through reliable, communicative staff.
- Exceeded sales targets by 17% by understanding diner preferences and recommending high-margin menu items.
- Attended to customers in waiting area, offering complimentary appetizers to anyone waiting for more than 30 minutes.

Adlife Hospital

Nov/2017 - March/2019

Personal Manager

- Engaged in communication with patients and doctors to ensure accurate update to medical records.
- Recognized, formulated, and executed strategies to enhance quality and address any shortcomings in home healthcare protocols.
- Performed business planning, financial oversight functions, systems and human resources consulting, and aided with capital raising.
- Established and expanded a significant network of influential health care professionals.
- Managed sizeable volumes of data for multiple, large-scale clinical trials.
- Keep consistent field notes and photo documentation of data collection activities.

Green Cross Laboratory **Dec/2015**

Aug/2015-

Laboratory Trainee

- Performed complex laboratory tests and procedures on blood.
- Performed diagnostic tests on body fluids, writing up test results. Prepared samples and reagents for testing.
- Provided support and guidance to junior lab staff.
- Troubleshoot and resolved equipment and process issues.
- Participated in lab meetings and project presentations.
- Participated in research projects by designing and executing experiments.

EDUCATION

Lovely Professional University Punjab, India,
May/2016

Aug/2012-

Diploma Medical Laboratory Technology

ADDITIONAL INFORMATION

Certifications:

Tops Technologies PVT. LTD. April/2025 - Current

Diploma in Networking Career Development Program (NSDC)

IANT Institute March/2024 – Dec/2024

Certification in Software development program