NIGAM M. SANGHVI

Sr. Application / Product Support Engineer OR Customer Support Manager

📞 +91 9825105539

✉️ nigam.sanghvi@gmail.com

WORK EXPERIENCE
11 Years 6 Months

AGE
35

PROFESSIONAL STRENGHTS

- Outstanding communication and interpersonal skills.
- Excellent time management and organizational skills.
- Persuasive, emphatic with good problem-solving skills.
- Ability to deal with external and internal customer support.
- Manage National and International client/s both. (Remote Services)
- Multi-tasking skills and ability to work with dedication.
- Client-Side Deputation. (As per Requirement)

EDUCATION

Masters, Master of Computer Applications (M.C.A.)
Post-Graduation, Full time, June 2011

GLS Institute of Computer Technology
Gujarat University

Bachelor, Bachelor of Commerce (B.Com)
Graduation, Full time, June 2008

Narayana College of Commerce
Gujarat University

10+2
12th Board, Full time, June 2005

C. P. Oza High School
Saurashtra University

SKILLS

Software Analysis	Ticket Mgmt. Tools.: JIRA, Cherwell, Open Project, Zendesk	
Software Implementation	Windows OS: XP, 7, 8, 10, Server	Report: Crystal Report
Software/Application/Product Support	MS SQL Express 5,8,12,14,19	Team Mgmt. & Administration
Manual Testing, Documentation	MS Office 3,7,10,13,19,365	Customer Service & Satisfaction
User's Training (Hands on Training)	MS Outlook, MS Teams, Skype	L1, L2 Support
Troubleshooting and Tech. Support	Citrix, WebEx, Google Meet etc.	IT Helpdesk / IT Operations

WORK EXPERIENCE

1	**Current Company Joined Date: 01-Feb-2022** **Designation: Application Support Engineer** **Company: MSBC Group, Ahmedabad, Gujarat.** **Work Place: Ahmedabad, Gujarat.**

Project/s:	**Product Support: Logistics & Glass-Door Application (Desktop, Web, Mobile Application)**
Roles & Responsibilities:	• Hands-on practice of MS SQL queries (MS SQL Server) • Train system users on enterprise software across the globe. (Work in UK Shift) • Managed Tickets with SLA (JIRA, Cherwell Service Desk Ticket Management Tool) • Managed International clients queries through tickets. • Updates project stakeholders on training progress. • Ability to understand complex system. • Basic understanding of networking and windows servers. • Resolves users' queries on-site and off-site via Emails, Chats, Calls and Webex-Meetings. • Troubleshooting and Provide L1 and L2 support to client/s. • Create Requirement documents, User Manual and managed Documentation. • Determines system utilization requirements by researching and testing systems. • Weekly and Monthly reporting with Project Manager and Clients for Project updates.

2	**Current Comapny Joined Date: 24-Dec-2019 to 31-Jan-2022** **Designation: Software Support Engineer / Application Support Engineer** **Company: JVS Technologies Pvt. Ltd., Ahmedabad, Gujarat.** **Work Place: Ahmedabad, Gujarat. (Provided Support to Domestic & International Clients both)**

Project/s:	Product Support: HIMS: Softclinic, Softcath, Di-Com (Hospitals, Clinics, Medical Institutes)
Roles & Responsibilities:	• Hands-on practice of MS SQL queries (MS SQL Server, Management Studio) • Provide L1 and L2 support to client/s. (Tools use for Tickets: Zendesk, Open Project) • Ticket Management System: use it for client/s requirement/s and software bug/s. • Client's Co-ordination, Periodic Meeting with Client/s. • Provide functional support for users' queries & Troubleshooting. • Remote Support: Software Implementation and Product Training. • Follow up with Client/s in regards to Software Updates & Concerns. • Manual Software Testing, Quality Management System (QMS) & Validation Rule. • Internal Periodic Meeting & Project Analysis with Team Members. • Client-Side Deputation for Software Support as per the client requirement. • Remote service provides to National & International (Overseas) clients both. • Media used for client communication: Email, Skype, WebEx, Google Meet, Whatsapp etc.

3	**Job Period: 08-Jan-2019 to 19-Dec-2019** **Designation: Business Technology Consultant** **Company: Sarjen Systems Pvt. Ltd., Ahmedabad, Gujarat.** **Work Place: Ahmedabad, Gujarat. (Deputed at Client Location, Pharmaceutical Manufacturing Co.)**

Project/s:	Product Support: e-BMR (Regulatory Product)
Roles & Responsibilities:	• Understand Client's Requirement and share with Development Team. • Client's Co-ordination, Periodic Meeting with Client/s. • Provide functional support for users' queries & Troubleshooting • Create and Maintain Change Request (CR), Software Request (SR) and Issue Tracker (IS). • Follow up of with Client/s in regards to Software Updates & Concerns. • Manual Software Testing, Quality Assurance System (QMS) & Validation Rule. • Project Documentation (SDLC), Software Implementation, Configuration & Maintenance. • Internal Periodic Meeting & Project Analysis with Team Members. • Client-Side Deputation for Software Support as per client requirement. • Maintain Quality Management System (eQMS) of Software as per 21 CFR Part 11.

4	**Job Period: 06-Aug-2017 to 24-Dec-2018** **Designation: Associate Software Engineer (IT Helpdesk Support Manager for Western Region)** **Company: Tecnics Integration Technologies Pvt. Ltd., Hyderabad, Telangana.** **Work Place: Ahmedabad, Gujarat (Deputed at Client Location: ONGC, Ahmedabad)**

Project/s:	Product Support: "DISHA" Paperless Project (Go Green, Go Paperless)
Roles & Responsibilities:	• Demonstration of Application, Hands on training given to multiple users. • Provide technical assistance for users' queries. • Analyzing & Maintain call logs, visit to user/s desk, Ticket Management System. (If user got any error/s, any query in s/w or system, user need to generate ticket.) • Escalate tickets solutions based on the level of priority and severity. • Responding to queries of users via phone / visit to users' desk within the city or outside the city as per the requirement. • Writing, editing and revising system's processes OR Project Documentation. • Taken users' feedback regarding system and update to reporting manager. • Scanning the documents through high-speed scanner. • Daily, Weekly and Monthly reporting to Project Manager. (L3 team) • Provided L1 & L2 support. **(Got Appreciation letter from ONGC, Ahmedabad)**

5	Job Period: 01-Jul-2011 to 31-Jul-2017 Designation: Application Support Engineer / Customer Support Manager Company: Info-kin Solutions, Ahmedabad, Gujarat. Work Place: Ahmedabad, Gujarat.

Project/s:	Product Support: School Management System, Document Mgmt. System (DMS), CKYC S/w
Roles & Responsibilities:	• Software Analysis and Business Analyst • Pre-Sales (Sales & Marketing) and Post-Sales (Software Support) • Software Demonstration and Software Implementation • User Training / Hands-on-Training given to client • Manual Testing, Troubleshooting, Crystal Reports. • Project Management, Documentation and System & Project Administration. • Dedicated Software / Application Support given to client/s & Client Satisfaction. • Visit Client Location as per Project Requirement • Manage Customer Queries / Issues, Version update, Software Feedback • Scanned & processed large size documents of Customized Scanner.

PERSONAL DETAILS

Father's Name:	Mr. Mukeshbhai Sanghvi	Gender:	Male
Birthday:	September 29, 1987	Marital Status:	Married
Languages Known:	Gujarati, Hindi, English	Nationality:	Indian
Hobbies:	Cricket, Table Tennis, Photography, Travelling, Music.	Religion & Caste:	Hindu & Jain
Linkedin URL:	https://www.linkedin.com/in/nigamsanghvi/		
Postal Address:	A/603, Prakruti Apartment, Near Parimal Rly Crossing, New Sharda Mandir Road, Paldi, Ahmedabad – 380007, Gujarat, India.		