**DHAVAL CHARANJEET DHIR**

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**I am seeking an opportunity to learn, grow and undertake challenges making a significant contribution to the success of the company at various positions.**

# PROFILE SUMMARY

**PERSONAL ATTRIBUTES**

***Smart Worker***

***Service Focused***

***Creative Thinker***

***Good Team Player***

***Flexible and Adaptable***

***Good Communication Skills***

* A focused professional offering **3.1 years** of experience in Voice/Non-Voice Customer relations international process and **over 2.3 years of** experience in Electrical Sub-station &Utility.
* Last associated with **Ascendum KPS Private Limited** as a **Data Analyst/Virtual Assistant**, **as a Web Chat Executive** with **Vodafone India Services Private Limited** and as an **Assistant Engineer** with **China Steel Corporation India Pvt. Ltd. Dahej, Bharuch.**
* A keen communicator with honed interpersonal, problem solving skills and ensured superior customer experience by addressing customer concerns through call, chat and emails.
* Skillful in implementing plans & schedules for **maintenance operations** with focus on optimum utilization of manpower &material.
* Proficient in proactively **identifying areas of breakdowns** and taking

steps to rectify through troubleshooting techniques.

* Possess knowledge of planning & implementing **preventive / shutdown maintenance** schedules for machinery so as to increase machine uptime / equipment reliability.

# TECHNICALSKILLS

Maintenance: 220KV/33KV/11KV AIS & GIS System, Battery Charger, UPS & Battery Banks Capacitor Banks, Power /Distribution Transformers

Operation: SCADA

Tools: MS Office (Word, PowerPoint &Excel)

# ORGANISATIONALEXPERIENCE

**Jan’20 to Feb’22 Ascendum KPS Private Ltd., Ahmedabad as Data Analyst/Virtual Assistant**

**Key Result Areas:**

* Guiding my team to work on the research based and graphics-based tasks provided by the client and updating my client on a regular basis maintaining communication with him every day.
* Performing self-task like vendor calling, scheduling appointments, email management, excel spread sheet management etc. on a regular basis.
* Handling team and their responsibilities from time to time as per the business needs and working with them on skill improvement.

**Jan’17 toJan’18 Vodafone India Services Ltd., Ahmedabad as Web Chat Executive**

**Key Result Areas:**

* Attended customer queries on chat and gave quick resolutions to the customer maintaining the integrity and satisfaction of customer and also gave training to on job trainees regarding process.

**Jun’14 toSep’16 China Steel Corporation India Pvt. Ltd., Dahej, Bharuch as AssistantEngineer**

**Key Result Areas:**

* Completed requirements & specifications in consultation with customer as well as managed

**(Trouble-Shooting/Maintenance/Shutdown) scheduling**; included material & manpower planning.

* Recognized for increasing machine capability through effective Periodic/Preventive maintenance; was appreciated for the same.
* Reduced downtime through measures such as Trouble-Shooting through Equipment/Panel drawing testing & Parallel Redundancy of two power lines.
* Successfully executed modification / up gradation projects such as Electrical Panel Drawing’s, Auto-Matic Power Factor Control System Remote operation.

**License and certification**

Licensed Electrical Supervisor

# ACADEMIC DETAILS

* B.Tech. (E.E.) from Institute of Technology, Nirma University, Ahmedabad with 6.21/10 CPI in 2013
* Diploma (E.E.) from N. M. Gopani Polytechnic Institute, AICTE, Ranpur with 72.5% in 2010
* H.S.C from Kendriya Vidyalaya No 1 MR Campus, Shahi Bagh
* S.S.C from Kendriya Vidyalaya No 1 MR Campus, Shahi Bagh

# ACADEMICPROJECTS

## During Diploma

Title: Electronic Circuit House

Duration: 6 Months

Description: The project was about an electronic house equipped with different electronic circuits like Fire alarm circuit, Gate control circuit, Street lighting circuit & soon.

## During B.Tech.

Title: Simulation of Active Filters Using Op-Amps Duration: 6 Months

Description: The project aimed at designing of analog active RC (audio frequency) filters using Op-Amps and the analysis of their frequency response waveforms by simulation using P-SIM software.

# SEMINARS

* ‘Innovative Seminar on Fault Location & Diagnostics Testing **(Using Megger)**’ at Surya Palace Vadodara in2014
* ‘Innovative Seminar on Social Media Apps Development’ at Institute of Technology, Nirma University in2012