**Juli K. Barot**

**110/2002,Krishnanagar,**

**H colony, Naroda road,**

**Ahmedabad- 382346**

**Computer Engineer (Diploma)**

**RESUME**

**Carrier Objective**

* **TO WORK WITH A PROGRESSIVE ORGANIZATION WHERE I CAN CONTRIBUTE MY SKILLS SO AS TO ENHANCE MY OWN PRODUCTIVITY AND AT THE SAME TIME TO ACHIEVE THE ORGANIZATIONAL OBJECTIVES WITH THE ATTRIBUTE OF TIME, QUALITY AND DISCIPLINE.**
* **ACADAMIC PERFOMANCE:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Particular** | **Year** | **Grade** | **Board/University.** |
| **Diploma in Computer Engineer** | **2007-10** | **First** | **Tech. Edu. Board** |
|  |  |  |  |
| **SSC** | **2006-07** | **Distinction** | **G.S.H.E.B** |
|  |  |  |  |

* **PROFESSIONAL TRAINING:**

I have completed full training on **PHP** from well-known **HCL Infosystem.**

I have completed full training on **ASP. NET** from well-known **Unique InfoTech.**

* **COMPUTATIONAL SKILLS:**

**Languages:** **C, C++, VB, JAVA, and ASP**

* **Software Knowledge:**
* **PHP**
* **ASP.NET**
* **HTML**
* **PHOTOSHOP**
* **DREM VIEWER**

**Hardware Knowledge:**

* **Installing windows XP**
* **Installing windows 7**
* **Troubleshooting windows XP**
* **Troubleshooting windows**
* **Assemble D-assemble**

**EXPERIENCE :**

1. **VU Technologies Pvt Ltd: I have working as Support Coordinator From 10/08/2016 till Continue**

* Provide work to the team of engineers about the clients complain and give them guidance to solve complains of clients. Solve the problems related LED and Smart TV.
* CRM Updation & Calls align to engineer
* To track & ensure closure of complaint and Daily report and other process update to be shared.
* Create customer complain list and MIS report on daily basis and send to manager.
* Very good knowledge of Excel Formulas
* Good leadership, Coordination with Customer Clients and Company Employees
* Currently handling three state Support of Gujarat, Madhya Pradesh and Chhattisgarh from Ahmedabad.
* Analyzing the nature of complaint.
* Engineer’s Petrol voucher check and submit in account department

1. **ArMee Technology Services Pvt Ltd: I had Worked as Support Coordinator From 2013 to 09/08/2016**

**Work Profile:**

1. To ensure desired customer delight by providing satisfactory response to customer interaction.
2. Manage Customer Interaction through inbound & outbound voice contact through his team for the various services.
3. To track & ensure closure of complaint.
4. Identify relevant training needs of agents and Team leader & ensure effective implementation.
5. To monitor emails as per guidelines designed. Logging the customer complaint into the system.
6. Analyzing the nature of complaint.
7. Daily report and other process update to be shared.
8. Other duties as assigned by reporting head.
9. Manage the Helpdesk for SSA and MDM calls logging and assign to Branch. Responsible until not closed calls.
10. Collect reports and submission to customer for claim.
11. Create customer complain list and MIS report on daily basis and send to manager.
12. Totally Knowledge of MS Office Regarding work.
13. Very good knowledge of Excel Formulas.
14. Knowledge of Internet searching Ideas For freely maintain my work
15. Good leadership, Coordination with Customer Clients and Company Employees.
16. **HCL Info system LTD : I had Worked as Team Leader & coordinator (2010-2013)**

**Work Profile:**

* Note the problems of clients of Ahmedabad location.
* Provide work to the team of engineers about the clients complain and give them guidance to solve complains of clients. Solve the problems related hardware and networking.
* Manage all Ahmedabad engineer team provide customer complain and allocated to engineer. Defective Hardware Part submits to RRC and Good part received and provides to engineer and attend call.
* CRM Updation and Calls align to engineer, Parts Request, call closed in CRM as well as HCL Online Portal.
* Engineer’s Petrol voucher check and submit in account department.
* End of the month Create MIS Report and sent to manager.

**PERSONAL PROFILE:**

**Name : Juli Barot**

**Father’s Name : Kanubhai Barot**

**Address : 110/2002, Krishnanagar,**

**H colony, naroda road,**

**Ahmedabad - 382346**

**Date of Birth : June 19, 1992**

**Martial Status : Unmarried**

**Contact No. : 8866213273**

**Hobby : Listening To Music and Traveling**

**Email Address :** [**julib525@gmail.com**](mailto:julib525@gmail.com)

* **Internet Knowledge: Yes**

**DECLARATION:**

**I consider myself familiar with field automation and technology aspects and have a good co-ordination skill to work in a team. I hereby declare that the above mentioned information is true to the best of my knowledge.**

**Place: Ahmedabad Juli Barot**