

Darshil Shah

Ahmedabad, Gujarat

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Work Experience

IT Support Engineer

Sufalam solutions pvt ltd - Ahmedabad, Gujarat

August 2022 to Present

- Training of the software.
- Customer support on call
- Ticket creation on CRM
- Checking network connection and serial connection of PC with instrument
- Customer visit for installation of software.
- Interfacing the software with instrument.
- Data migration.

Recruiter

Ims People Possible - Ahmedabad, Gujarat

April 2022 to July 2022

- Recruitment 360 degree process
- Sourcing candidate from job portal
- Screening the candidate CV
- Sharing CV
- Offering the job
- Once they get offered, help them with joining instructions.
- Placement the candidate

Marketing executive

N.Rajnikant & Co - Ahmedabad, Gujarat

March 2020 to March 2022

- Introducing product to the customer.
- Taking orders on call.
- Production management.
- Coordinate with other team members.

Customer Support Representative

Vodafone Service Pvt Ltd - Ahmedabad, Gujarat

April 2019 to February 2020

- Customer Service via calling
- Coordinate with other team members.
- Support for technical issues.
- Excellent problem-solving skills.

Manual Tester

Claydata

October 2018 to January 2019

- Coordinate with other team members.
- Excellent problem-solving skills.
- Creating ticket and testing the software.
- Supporting Emails of the Clients.

Education

Masters of Information Technology in Information Technology

MIT - Sydney NSW

July 2016 to July 2017

Graduate Diploma of Information Technology in Information Technology

Charles Sturt University - Sydney NSW

June 2015 to July 2016

BCA in Bachelors of Computer Application

Ahmedabad University - Ahmedabad, Gujarat

May 2011 to May 2014

Skills / IT Skills

- Software Manual Testing
- MS. Office
- English written and listening.
- Customer service
- Marketing
- Sales
- Communication skills
- Computer skills
- English
- Recruiting
- HR sourcing
- Human resources
- Human resources management
- Talent acquisition