**SALONI PATEL**

1 Fountainhead Road, North York, M3J1K6, ON

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**SUMMARY OF QUALIFICATIONS**

* Proficient in building and maintaining client relationships.
* Work independently with minimal supervision and as a part of team.
* Excellent written and verbal communication and interpersonal skills gained by providing technical guidance
* Polite, friendly and technical skill set evidenced by a Diploma in Computer Systems.
* Problem solving and critical thinking ability, often regarding company’s financial situation
* Ability to multi task aligning with keeping accuracy and compliance.

**EDUCATION**

**Diploma:** **Computer System Technician - Networking**  **SEPT ‘18 to APRIL ‘20**

Canadore College, Scarborough, ON

**WORK EXPERIENCE**

**Senior Credit Officer | CIBC, Canada APRIL 2022 TO PRESENT [CONTRACT]**

* Examine and verify accuracy of Credit presentations and Customer Records completed and provided by officers, maintaining data integrity and reducing operational risk.
* Approve/ Decline credit card applications, ensuring that the most current rules are utilize in conjunction with credit bureau and final analysis to assist in final decision.
* Approve/ Decline/ Adjudication of credit limit increase requests, from internal and external customers, utilizing the visa limit increase strategy and staying within own credit granting limitations.
* Maintain Excel based tracking log, prepare and submit Daily Activity and Month Activity Reports; assist with measuring and managing individual and group productivity.
* Prioritized and distributed tasks and duties, maintaining excellent time management skills.
* Engaged in a wide variety of tasks utilizing various applications to process daily work such as COINS, AS400, BOLD, Equifax Credit Bureau Reports and Equifax AML assist, TYSY, ECIF, Compass and Office 365 while managing privacy and compliance simultaneously.
* Review and identify critical missing information from draft presentation and coordinate with Credit manger and local banking partners to obtain complete information minimizing operation risk and ensuring adherence to internal audit controls
* Consider unique customer situations and use rationale to recommend approvals to the Risk Team.

**Technical Support Analyst | Concentrix Technologies Service Limited, Canada JULY 2021 TO FEBUARY 2022**

* Manage call flow and responded to technical support needs of customers in AVALON project.
* manage multiple applications at same time
* Use internal ticketing systems to manage, track and process action taken on customer accounts, password and product support resolution.
* Perform hardware and software troubleshooting while repairing customers relationship with the company.
* Followed all required steps which can benefits company’s need

**Sales and Dispatched Representative |NBP Technology LLP, INDIA APR 2018 to AUG 2018**

* Identifying, soliciting and promote sales to both existing clients through cross selling/up selling telecommunication products and services
* Maintains a high level of competitive and product knowledge, including evolving technology trends in the relevant products and services portfolio you are promoting and servicing.
* Recommend the appropriate and/or services after carefully accessing customer's needs and resources.

**Lab Technician | Canadore College JAN 2019 TO APRIL2020**

* Assisted 300+ students and faculty per semester with technical help in hardware and software.
* Tracked usage statistics of resources to make purchasing recommendation for future semesters
* Assisted others with installation, configuration, troubleshooting, upgrade, monitoring and optimization of computer systems and networks

**TECHNICAL SKILLS**

* Networking: LAN & VPN/Remote connectivity, TCP/IP, Routers, Access Control lists, Routing Protocols and concepts (OSPF, RIP, DHCP, DNS, FTP, VLAN, UDP, Firewalls)
* Software & Tools: Microsoft Office 2010 (Word, Excel, PowerPoint, ); Cisco Packet Tracer; Basics of Freshdesk
* Administration: Managing Active Directory Users, Groups, and Computer Accounts; Group Policy Management; Maintaining Disk Storage; Maintaining Server 2012 and Server 2008 , Virtualization, VMware.
* Platforms: Windows/7/8/10; Windows server 2008 R2/ 2012 R2, Mac OS X, Ubuntu, Linux.
* Scripting Languages: Windows Power shell, Python, MY SQL