

# SALONI PATEL

1 Fountainhead Road, North York, M3J1K6, ON

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## SUMMARY OF QUALIFICATIONS

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- Proficient in building and maintaining client relationships.
- High degree of problem solving and attention to detail toned by working in a fast paced environments
- Excellent communication and interpersonal skills gained by providing technical guidance to students.
- Polite, friendly and technical skill set evidenced by a Diploma in Computer Systems.
- Customer service experience of more than 4 years
- Have a wide knowledge about iOS device, iPadOS devices, apple tv, macOS devices, android device

## EDUCATION

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**Diploma: Computer System Technician - Networking**

**SEPT '18 to APRIL '20**

Canadore College, Scarborough, ON

## WORK EXPERIENCE

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**Senior Credit Officer | CIBC, Canada**

**APRIL 2022 TO OCTOBER 2022**

- Examine and verify accuracy of Credit presentations and Customer Records completed and provided by officers, maintaining data integrity and reducing operational risk.
- 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, 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 manager and local banking partners to obtain complete information minimizing operation risk and ensuring adherence to internal audit controls

**Technical Support Analyst | Concentrix Technologies Service Limited, Canada**

**JULY 2021 TO JANUARY 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

**Supervisor | Tim Hortons Company, Toronto, Canada**  
**JULY 2019 to PRESENT [PART TIME]**

- Develop positive relationships with the shift team by understanding and addressing individual motivation, needs and concerns.
- To follow all cash management and cash register policies and ensure proper cash management practices are followed. Moreover, mastered the POS system skills.
- Exhibited an aptitude for conflict resolution by acting as a figurehead for the company to listen issues and problems, offer mutually acceptable solutions.

**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**

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- 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