

Shivam Choudhary

416-876-8596 | Choudharyshivam09@gmail.com | Oshawa, ON.

Availability

- Monday – 11 PM to 7 AM - Overnight
- Tuesday – 6 AM to 1 PM - Overnight
- Wednesday – 12 PM to 12 AM
- Thursday – 4 PM to 12 AM | 11 PM to 7 AM – Overnight
- Friday – Anytime/Overnight
- Saturday – Anytime/Overnight
- Sunday – Anytime/Overnight

Summary

With over 4.5 years of experience in customer service and leadership roles at Sprint, T-Mobile, and as a senior customer support expert, I've developed strong skills in ensuring positive customer experiences and smooth team operations. Throughout my tenure, I've excelled in training new recruits, coordinating team activities, and providing technical support to customers. Additionally, my background in project management and automobile engineering has equipped me with analytical problem-solving abilities and a strong attention to detail, as demonstrated in projects like Aerodynamic Wing's Topology & Geometry Analysis.

Skills

- Computer Skills: Microsoft Office 365, Ansys, Citrix., etc.
- Training New Recruits.
- Customer Service.
- Coordination, Management and Training.
- Visio 2021 Essential Training (Office 2021/LTSC)
- Microsoft Project 2019 Essential Training
- Microsoft Office Specialist (Certiport Certified)

Education

Project Management

Durham College | Post Graduate certificate

Pursuing – 2024

Automobile Engineering – B.Tech

IEC College of Engineering and Technology

2020-Graduate

Experience

Honda India Cars Ltd.

Trainee

4 Weeks – Summer Break (2018)

- Hands-on experience in the manufacturing processes of automobiles, including assembly line operations, quality control measures, and safety protocols.
- Participated in team-based projects to analyze production bottlenecks and implement solutions for process optimization, contributing to increased productivity and cost savings within the manufacturing division.

Local Garage (Assistant/Crew Member)

3 Months – Summer Breaks (2015-19)

- Replacing Oils, Changing Tires, assisting with Paint Correction, Cleaning and sometimes detailing (Interior).
- Assisting with miscellaneous activities as well as changing brake pads and rotors, radiators, etc.

Continued....

Sprint and T-Mobile

Aug 2019 - Nov 2023

Senior Customer Support Expert (Including Sales) and Operational Subject Matter Expert

- Worked closely with Team Leads to ensure all patches approved are maintained and published.
- Arranging meetings and taking minutes for the same of all the team members.
- Training new Joiners and even assisting customers with technical issues and administrative.
- Helping team members to assign their daily work.

Rogers Communication

May 2024 - Current

Retails Sales Associate

- Deliver personalized service and promote Rogers and Fido products to meet customer needs and drive sales.
- Engage in outbound communication to retain and grow the customer base through calls and business messaging.
- Support local outreach efforts, participating in events to strengthen community and small business connections.
- Meet or exceed sales targets in a dynamic retail environment while maintaining high service standards.
- Maintain flexibility to work evenings, weekends, and holidays to align with business demands.

Projects

Project Aerodynamic Wing's Topology & Geometry Analysis

This study consists of studies and analysis of a few different Aerodynamic Wing profiles (Taken from the National Advisory Committee for Aeronautics) and used Ansys for the study.

Duration: 3 months.

Team Size: 2.

Responsibilities: Writing full reports and performing the simulation and study on the Aerodynamic Wing using Ansys.