

VIKAS TRIVEDI

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HIGHLIGHTS

- 4+ years of experience working with technology and programming
- Good with computers and customers
- Quick learner, responsible, punctual, empathetic with strong analytical and problem-solving abilities
- Amazing Interpersonal Communication – Written and Verbal (English, Hindi, Gujarati)
- A team player but can also manage well individually
- Well mannered, organized and will push hard to meet deadlines if need be
- Smart and Reliable, will provide quick and easy solutions to deal with any type of situations
- Work well under pressure, relies on smart work

EXPERIENCE

Dec 2021 – Jan 2022

Cashier – Esso Gas Station

As a cashier, my daily duties included opening the counters, collecting cash or card payments from customers, and helping the customers with all kinds of queries or problems.

Feb 2019 – Nov 2020

Customer Service Representative – Airtel India Ltd.

As a customer service representative, I was tasked to handle the queries raised by the customers, log a token, and guide them for a successful resolution of the problem or directing the call to the concerned team.

COMMUNICATION

Soft Skills: People's person, Responsible, Team player

TECHNICAL SKILLS

Efficient with Microsoft Word, Microsoft Excel, and Microsoft PowerPoint

EDUCATION

Centennial College

Scarborough, Winter 2022

Advanced Diploma in Software Engineering Technology – Artificial Intelligence

G.H Patel College of Engineering

India, June 2015-May 2019

Bachelor of Engineering in Information Technology

KEY SKILLS

- TECH SAVY
- QUICK LEARNER
- PUNCTUAL
- EXCELLENT COMMUNICATOR

AVAILABILITY

Evenings: Wed, Thu, Fri, Sat, Sun

Afternoons: Wed, Thu, Fri, Sat, Sun