Vraj Patel

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PROFESSIONAL SUMMARY

Self motivated Computer Programming graduate with experience in Software development and Technical support. Along with proven expertise in hardware and software troubleshooting and analyzing customer requirements based on their feedback for making the processes more effective and efficient.

TECHNICAL SKILLS:

- **Operating Systems:** Windows and Linux.
- **Software Applications:** Microsoft Office Suite
- **Active Directory:** User account management, lifecycle management
- **Hardware Support:** Troubleshooting and maintaining printing devices, mobile hardware (iPhones, Android), and laptop/desktop hardware.
- **Office 365:** Administration and user support
- **Security:** End-user security, malware protection, anti-virus solutions
- **Network Technologies**: Understanding of network technologies, firewalls, and routers.

PROFESSIONAL SKILLS

- Skilled in detecting patterns and trends for process improvement.
- Experience in applying analysis skills to enhance technical support efficiency.
- Capable of translating technical data into actionable insights.
- Actively engages in self-directed learning for skill enhancement.
- Strong communication skills for conveying analytical findings effectively.
- Analytical and Problem-Solving Skills.
- Time Management and Prioritization.
- Confident Independent Individual and Team Member.

EDUCATION

COMPUTER PROGRAMMING (CPP) 2-Year Diploma   September 2021 – December 2022

SENECA COLLEGE - ON, CANADA

Grade: 3.3 GPA / 4.0 GPA

INFORMATION TECHNOLOGY (I.T) 3-Year Diploma   July 2017 - March 2020

B AND B INSTITUTE OF TECHNOLOGY - SFI, GUJARAT, INDIA

Grade: 7.80 / 10 CGPA

WORK EXPERIENCE

<u>Jr. PHP Developer Intern, Brainy Beams Technology Pvt. Ltd</u>   December 2019 - March 2020

- Collaborated with senior developers to develop and maintain PHP-based web applications, adhering to best practices and coding standards.
- Contributed to the enhancement of existing projects by implementing new features and functionality under the guidance of experienced team members.
- Participated actively in team meetings and discussions to brainstorm solutions, troubleshoot issues, and plan project timelines.
- Conducted thorough testing and debugging to ensure the quality and reliability of software products, refining skills in problem-solving and attention to detail.
- Documented project specifications, code changes, and technical processes to facilitate knowledge sharing and team collaboration.

<u>Technical Support Analyst, Radix Web</u>   May 2020 – July 2021

- Provided technical support to customers via phone and email, diagnosing and resolving hardware and software issues related to Modem, router, and printers.
- Resolved typical problems associated with system boot-up, software setup, device driver management, and enhancing performance.
- Proficient in writing PowerShell scripts to automate routine tasks, streamline processes, and improve operational efficiency.
- Analyzed customer-reported issues using log files and system configurations to accurately identify root causes, ensuring effective solution for the problem.
- Contributed to comprehensive documentation, facilitating knowledge sharing within the team and improving support processes for enhanced efficiency.
- Received commendations for outstanding support, reflecting dedication to excellence in customer service and satisfaction.
- Contributed to internal process improvement and participated in advanced technical training programs for continuous skill enhancement and support service enhancement.

<u>Subway Sandwich Store</u>

<u>Customer Service Associate/Sandwich Artist</u>   October 2021 – January 2023

- Create customized sandwiches with top-quality ingredients and impressive presentation.
- Deliver exceptional customer service by taking orders and ensuring satisfaction during sandwich preparation.
- Perform routine cleaning tasks to ensure a clean and organized work environment.
- Collaborate with team members to ensure smooth operations and support other tasks.

<u>Store Assistant Manager:</u>   January 2023 – Present

- Manage store operations, including opening and closing procedures, inventory management, and cash handling.
- Resolve customer complaints and issues promptly and effectively.
- Identified opportunities for clients to increase product adoption, enhancing overall customer experience.

CERTIFICATION

- Customer service: problem-solving and troubleshooting.
- IT service Desk Career and certifications
- Excel Essential training (Microsoft 365)
- Word Essential Training (Microsoft 365)