**Jay Parmar**

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**Client Services Manager Profile**

*Accomplished and results-oriented professional with solid experience in client management, incident management, and information technology.*

Skilled in creating and implementing component repair and replacement scheme for end users to increase customer service and satisfaction. Adept at conducting researches and discovering new business opportunities for onsite and pick up return system products and repairs as well as building customers’ loyalty by categorizing and understanding individual requirements and developing solutions. Demonstrated abilities in maintaining robust relationships with clients, analysing customer queries and problems and delivering timely solutions for clients’ satisfaction.

*Customer Service Management / Problem Solving / Time Management*

*Team Training & Leadership / Relationship Building / Effective Communication*

**Core accomplishments**

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| --- | --- |
|  | * Contributed actively in establishing earthquake relief fund and Tsunami disaster appeal, involved liaising with the Mayor’s Office, local press, and local council as well as campaigns elevated in excess of £73K. * Campaigned for comic relief and children in Need to raise awareness and funding. * Co-ordinated a team in organising three high profile charity events at major venues in central London, attracting celebrities and audiences of above 700 people. * Performed as radio presenter on diverse FM (102.8FM), |

**Professional Experience**

**Asus Service Partner (ASP) Controller (Perm)** (Aug 2012 – Present) Asustek UK LTD., Hemel Hempstead, Herts

Oversee outsourced service partners throughout UK, Ireland, and Malta and reporting on daily, weekly, and monthly service operations and analysis regarding SLA cases and monthly repair payments. Deliver training and supervision to service partner managers and employees on internal Lean e-service system, standards of operations, and process flows in line with measuring SLA and KPI targets. Administer spare parts, inventory checks, and audits and confirm repairs being monitored and closed within allotted timeframe. Assist end user broken sales channel component products and execute repairing, invoicing, and logistics process for customers to follow.

***Key Achievements:***

* Played a vital role in contract negotiations that leads to decreases in costs, reduction in defects, and improvements in process capabilities
* Represented as a role model for bringing excellent results and acted as an instructor and mentor to team members.
* Maintained collaboration between international board level and senior management colleagues internationally.
* Conducted extensive research and discovered new business opportunities for onsite and pick up return system products and repairs.
* Delivered 3rd line escalation point support and solutions regarding customer complaints.

**Service Specialist (Perm)** (Aug 2010 – Aug 2012) Asustek UK LTD, Hemel Hempstead, Herts

Oversaw compensation cases and processes for end user products. Rendered extraordinary customer services with a clear and professional telephonic manner to meet service standards. Gathered information through quarterly benchmarking on all product lines for Asus against other vendors. Enhanced team efficiency by achieving targeted goals and conducting on-going training sessions.

**Key Achievements:**

* Processed ‘Dead on Arrival’ laptops, tablets, desktops, and phones from companies, including Staples and Toys R Us.
* Scrutinized nature of queries and customer problems and delivered timely solutions for clients’ satisfaction.

**Technical Support Engineer (Perm)** (Aug 2007 – Aug 2010) Asustek UK LTD, (Hemel Hempstead, Herts)

Presented 1st line, helpdesk, and service desk technical support. Performed installation of operating systems, drivers, printers, and general software. Abetted Technical Mailing System Support. (TMSS) and communicated technical problems with end users. Dealt with inbound and outbound call volumes and responded timely to clients.

**Key Achievements:**

* Fostered customers’ loyalty by categorizing and understanding individual requirements and developed solutions.
* Developed optimum troubleshooting and problem solving abilities.
* Maintained effective communication skills suitable to the environment.

**Additional Experience:**

* **Analyst (Contract)** at Santander, Milton Keynes, Bucks
* **First Line Analyst (Perm)** at Computacenter UK Ltd., Milton Keynes, Bucks
* **Customer Support Technician (Perm)** at Fujitsu Services, Stevenage, Herts

**Education and Training**

**BSC (Hons) Information Systems**

London Brunel University, London, UK

**Research Projects**: ‘The Social Cost and Benefits of a Smart Card’

Distinction GNVQ Advanced Business & Merit GNVQ Intermediate Business, 11 GCSE passes

***Technical Skills***

Project Framework: Prince 2 Foundation | Incident Management System: Remedy, Peregrine, Lean E-service | Programming Language: Java, SQL, Unified Modelling Language | Microsoft Applications include: Project, Visio, Office 2016, Access | Mail Software: Outlook 2016, Lotus Notes | Directory Service: Active Directory | Remote Access System: PC Duo | SharePoint Services | Managing KPIs, SLA, OLA’s