

Ayush Patel

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SUMMARY

Motivated and detail-oriented professional with a recent Post-Graduate Certificate in Cyber Security Analytics and a strong background in customer service. Known for exceptional problem-solving abilities and technical expertise, I bring a unique blend of analytical skills and hands-on experience in troubleshooting and support. My strong communication skills, coupled with my ability to manage multiple tasks in fast-paced settings, enable me to deliver outstanding customer support. Committed to continuous learning and contributing to a dynamic team, I am eager to leverage my skills to enhance customer satisfaction and drive success at Concentrix.

TECHNICAL SKILLS

- **Programming:** Python, C#, Java, PHP
- **Analytics:** Tableau, Power BI
- **Data Analysis :** IBM Cognos Analytics, IBM SPSS Modeler
- **Database Platforms:** SQL Server, MySQL, Oracle
- **Web:** Html 5, CSS, JavaScript
- **GitHub, Visual Studio, .NET, ASP.Net**

EDUCATION

Post-Graduate Certificates

Analytics For Business Decision Making, Mohawk College, Hamilton, ON | **(84.4%)** | **September 2023 - April 2024**

Cyber Security Analytics, Mohawk College, Hamilton ON | **(89.6%)** | **Honours** | **January- 2023 - August 2023**

Bachelor of Science Degree (WES certified) | **(96.5%)** | **July 2022**

Computer Application and Information Technology, SARDAR PATEL UNIVERSITY, Gujarat, India

WORK EXPERIENCE:

PITA-PIT | Food Associate | September 2023 – Present

- Provided exceptional customer service by addressing queries and resolving issues promptly.
- Demonstrated strong multitasking abilities in a fast-paced environment.
- Fostered positive relationships with customers to enhance their dining experience.

SUBWAY | Food Associate | January 2023 – August 2023

- Assisted customers with their orders, handled inquiries, and provided accurate information about menu items.
- Managed transactions and resolved any issues or complaints efficiently and professionally.
- Maintained a clean and organized work environment while ensuring customer satisfaction.

CERTIFICATIONS:

[All Certification on Credly](#)

IBM

- Predictive Analytics Modeler
- Business Intelligence Analyst
- Enterprise Design Thinking

Microsoft

- Azure AI fundamentals
- Security, Compliance and Identity Fundamental