Ayush Patel

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SUMMARY

Motivated and detail-oriented professional with a recent Post-Graduate Certificate in Cyber Security Analytics and Analytics for Business, with 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.

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
- **Networking:** Troubleshooting IT services, systems software.
- GitHub, Visual Studio, .NET, ASP.Net

EDUCATION

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

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

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

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.

Virtigold Bio Tech – Web developer

Permanent: September 2021 - September 2022 | 1 Year

- Developed and maintained company website applications, ensuring reliability and performance.
- Collaborated with internal and external teams to implement compensation systems and tools, ensuring accurate and timely payment of compensation.

- Analyzed existing processes, identified gaps, and provided recommendations for improvements.

Internship: May 2021 - August 2021 | 4 Months

- Assisted in the development of the company's official website and supporting pages, enhancing user experience.
- Managed sensitive data and ensured secure communication and storage practices.
- Conducted client meetings to gather requirements and provide technical solutions.

CERTIFICATIONS

[All Certification on Credly](#)

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

Microsoft

- Azure AI fundamentals
- Security, Compliance and Identity Fundamental