

# **Jaydeepsinh R. Vansiya**

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G-3/602 Sridhar Residency, Nr. Sunpharma Company, Atladara, Vadodara-390012

## **Education**

**S.S.C** March-2010 GSEB Board

**H.S.C** March-2013 GHSEB Board

**I.T.I** Electronic Mechanic 2012-2014 (NCVT)

**Diploma in Electrical** 2015-2020 (GTU) With 6.5 CGPA

**Project :-** ( Human body temperature sensor based automatic door opening system )

## **Professional Experience**

### **Apprentice**

**Silchar Transformer Pvt. Ltd. ( June 2014 – May 2015 )**

Shilchar Technologies Ltd. is one of India's prominent manufacturers of Electronics & Telecom and Power & Distribution transformers. The quality of our products and customer satisfaction are of prime importance. Shilchar is the most sought after destination for industries across segments looking for international quality transformers at an equally competitive price tag. Shilchar now caters to a wide cross section of industrial segments from utility to renewable energy sector and to individual retail customers across the globe.

### **Role:-**

- Transformer Tasting
- Transformer Calibration

**Customer Support Representative ( Level 2 )**

**Concentricx Pvt. Ltd July2020 — Present**

The Concentrix SecureCX platform provides digital tools and technology to authenticate and monitor your remote workforce, restrict unauthorized personnel and devices, and deliver real-time alerting of attempts to circumvent control. SecureCX takes the remote work environment beyond data and workstation security, providing workspace monitoring to protect your customers and your business.

### **Role:-**

- Customer Support Representative
- Problem Solving
- Documentation

### **Technical Skills**

- ❖ Project Management
- ❖ Problem Solving
- ❖ Customer Service Skill
- ❖ Computer Skill
- ❖ Workflow Development
- ❖ English Speaking Fluency

### **Additional Skills**

#### ❖ **Digital Marketing**

- 🚦 SEO ( Search Engine Optimization )
- 🚦 Email Marketing
- ❖ Soft speaking skill
- ❖ Product knowledge
- ❖ Market knowledge
- ❖ Quality focus
- ❖ Problem solving
- 🚦 SMM ( Social Media Marketing )
- 🚦 PPC (Pay Per Click)
- ❖ Documentation skills
- ❖ Phone skills
- ❖ Listening
- ❖ Communication

### **Interests and Hobbies**

Socializing with friends and family ·

- Computing
- Reading
- Travelling

Yours Truly  
Jaydeepsinh R. Vansiya