

# Dhruvil Jitendrabhai Virani

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## SUMMARY

A detail-oriented Technical Support Specialist with experience in customer training, technical solutions, and electronic systems. Known for exemplary problem-solving skills and an adeptness in fast-paced environments. Eager to apply these strengths to a Customer Training Coordinator position at ATS Automation Tooling Systems..

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## EXPERIENCE

### Senior Sales Associate

#### BESTBUY

February 2023 -August 2023

- Guided customers in making informed decisions by providing expert knowledge of MacOS, iOS, and other related technologies.
- Fixed computers and other technical devices for customers at a help desk, improving customer satisfaction, helping the company gain repeat business, and increasing sales.
- Conducted brief technology tutorials for customers after purchases, ensuring they felt comfortable with their new technology products.
- Collaborated with the technical support team to ensure seamless customer experience, referring complex tech issues and gaining knowledge on common problems and their solutions by maintaining a 98% first-call resolution rate out of 2,500 customers.
- Through customer interactions, gathered feedback from 100+ customers on product quality, technical support, and company performance. Feedback was relayed back to the technical team, resulting in improved documentation and the release of new product offerings.
- Exceeded assigned monthly sales targets by an average of 25% over a 4-year period.

### Geek Squad Technical Support Specialist

#### BESTBUY

February 2022 - February 2023

- Provided comprehensive technical support and troubleshooting solutions for customers' electronic devices.
- Collaborated with store associates for seamless integration of sales and post-sales support.
- Conducted diagnostics and repairs, achieving a 95% issue resolution rate within the first visit and instore issue.
- Led in-home consultations for device setup and network configuration.
- Conducted customer workshops on the latest technologies and safe practices.
- Liaised with product vendors and manufacturers for the latest updates.
- Mentored junior team members, providing hands-on training.

### Customer Service Associate

#### Help-ware

January 2021 - December 2021

- Provided high-quality customer service across multiple channels, including phone, email, and live chat, resolving customer inquiries efficiently and professionally.
- Utilized strong knowledge of company products/services to assist customers, delivering accurate and up-to-date information.
- Managed and resolved customer complaints, turning potentially negative experiences into positive ones, thereby preserving customer loyalty.
- Worked closely with other team members and departments to ensure consistent and integrated customer service.
- Kept accurate records of customer interactions, processed customer accounts, and filed documents, maintaining high standards of data management.
- Achieved customer satisfaction ratings of 88% and decreased average resolution time from prior 8.5 minutes to 7.1 minutes.
- Exceeded weekly/monthly customer service KPIs.
- Developed a strong customer base by building rapport with customers and satisfying their needs.

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## EDUCATION

### Post-graduation diploma in Web Development

Minor in Computing solution • Conestoga • Kitchener, On • 2022 • 3.9

### Bachelors in information technology

Minor in Computing and coding • PP Savani University • Surat, India • 2020 • 3.8

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## INVOLVEMENT

### Sales trainer

BestBuy • October 2022 - November 2022

- Developed and delivered sales training programs for new and existing employees, resulting in a 10% improvement in sales performance.
- Used data to identify areas of potential improvement, collaborated with senior leadership to design and refine sales techniques, and provided on-site coaching to ensure successful execution.
- Intuitively assessed employee aptitude and mapped individual strengths to sales strategies, significantly doubling sales performance across areas being trained.
- Implemented scenarios/role-play to ensure full comprehension of product information and sales process.

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## SKILLS

Operating Systems: iOS and MacOS and Windows OS, Android OS

Support Skills: Troubleshooting, Technical Assistance, Multitasking

General Skills: Communication, Adaptability, Team Management, Time Management, Remote Work Preparedness, Multitasking, Problem Solving.