

# Dirgh Engineer

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## SUMMARY

Dedicated and customer-focused professional with a background in both technical support and front desk operations. Experienced in providing exceptional service to clients and guests, I have a proven track record of efficiently handling inquiries, resolving technical issues, and ensuring a seamless customer experience. Additionally, I possess strong technical and interpersonal skills, making me a valuable asset in both IT support and customer service roles.

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## EXPERIENCE

### Helpdesk Worker

HOSTOMEGA

October 2022 – April 2023, Gujarat, IN

- Managed front desk operations, serving as the first point of contact for guests and clients.
- Greeted visitors warmly, assessed their needs, and provided them with necessary information and assistance.
- Answered incoming phone calls, directed them to the appropriate departments, and handled inquiries with professionalism.
- Scheduled and managed appointments, ensuring efficient use of resources and minimal wait times for guests.
- Assisted in handling reservations and check-in/check-out processes for guests staying at Hostomega.
- Managed and distributed incoming mail and packages to the appropriate recipients.
- Assisted with administrative tasks, such as data entry, filing, and document management.
- Collaborated with other staff members to address and resolve guest concerns or issues.
- Utilized computer systems and software to update guest information and perform tasks efficiently.

### Tech Support

teachany

May 2022 – September 2022, Gujarat, IN

- Implemented technical solutions to solve customer problems, leading to an 80% first-call resolution rate and reduced average resolution time by 39%.
- Resolved an average of 25 customer ticket requests per day, providing friendly and efficient customer service.
- Developed and maintained technical documents and user manuals, ensuring easy access to technical resources.
- Utilized knowledge of software and hardware systems to diagnose and resolve issues.

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## EDUCATION

### Diploma of Science in Cloud Computing ( Pursuing )

Western Community College • 8318 120 St, Surrey BC V3W 3N4 • 2025

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## CERTIFICATIONS

### Google IT Support Certificate ( Pursuing )

Google • 2023

It includes hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

### Expert Insights on Essential Customer Service Skills

Skillsoft • 2023

### Soft Skills – Soft Skills Training Courses

Infosys Springboard • 2023

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## SKILLS

**Technical Skills:** Computer Networking, Customer Service, IT Infrastructure Services, IT Support, Operating Systems, Security, System Administration, Troubleshooting, MS Office, Printer

**Soft Skills:** Communication Skills, Empathy, Patience, Active Listening, Problem-Solving, Adaptability, Time Management, Customer Service, Conflict Resolution, Teamwork, Technical Writing, Attention to Detail, Cultural Sensitivity, Resourcefulness, Adaptability, Critical Thinking, Stress Management, Prioritization, Ethical Behavior, Leadership, Continuous Learning.