

Divyesh Patel

IT Engineer

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Scarborough, ON,
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EDUCATION

**Bachelor of Engineering in
IT / K.J Institute of
Engineering & Technology /
India**

2015 - 2019

**Advance Diploma in Game
Programming / Centennial
College / Canada**

2021 - Present

SKILLS

- o 3D Graphic Design and
other Computer Skills
- o Time Management
- o Communication
- o Fast Learner
- o Critical thinking and
Problem Solving
- o Ability to work in a team

LANGUAGES

English, Hindi and Gujarati
both verbally and written.

WORK EXPERIENCE

PACKER

Era Pharmaceuticals

May 2013 -June 2013

- Inspect all medicines and check for defective packing.
- Place items in carefully sized crates and containers for shipping to customer destinations.
- Affix labels to incoming merchandise from suppliers to input quantities into system and determine correct location for routing to storage

CUSTOMER SERVICE SPECIALIST (Airtel Payments Bank)

Kochar Infotech (MAXICUS)

Feb. 2021 - April 2021

- Resolve Customers queries.
- Answer incoming emails, understand the query with all the details and share the resolution.
- Answer product questions with up-to-date knowledge of sales promotions.
- Provide timely and effective replacement of damaged or missing products.
- Responding and resolving 60 cases per day.

Shop Assistant

Divya Parth Store

March 2013-Sept. 2021

- Stocking the items and managing supplies.
- Handling the cash and management of deposits and withdrawal in bank.
- Arranging the stocks and changing the display depending on the season/festivals.
- Maintaining and working with Photocopy machines, refrigerator's, water purifying machine (R.O. Plant), and soda machines.
- Filling and delivering water jars.

My Availability for every week :

- I am on Study permit which allows me to work upto 20 hours/week.
- I am available for work in morning and overnight shifts.

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Available for work	From 8 AM to 3 PM	After 7 PM	After 8 AM	After 1 PM	After 5 PM	After 1 PM	After 8 AM