

# GAUTAM PALADIYA

## Technical Support Specialist

Customer service focused Technical Support Specialist with 2 years career experience in help desk environments. Highly adept in systems analysis, diagnostics and troubleshooting, and conflict resolution. Exhibits excellent organisational and problem-solving skills. Works well in team environments and displays strong work ethic. project coordination, discussions with the client, team management, introducing changes, risk focusing on forecasting and WFM, optimizing workload, and supporting the self-development of our agents.



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## SKILLS

Java, C++, C#, JavaScript, and Python.

SQL in a Unix or Windows environment

Software Troubleshooting & Problem Solving

Phone & Email Technical Support

BMC Helix IT Service Management (ITSM) Software

Excellent English skills, both oral and written Communication & Interpersonal Skills

Practical knowledge of HTML, CSS, JavaScript

## LANGUAGES

English  
Native or Bilingual Proficiency

Polish  
Professional Working Proficiency

## WORK EXPERIENCE

### Lead Technical Support Specialist

OpsTalent.com

01/2021 - Present

Wroclaw, Poland

#### Achievements/Tasks

- Marketing, Sales, and Service functional domain experience using Salesforce, SAP CRM, and other CRM Applications
- In-depth Knowledge and hands on implementation experience in Security, Telecommunication, High Tech, Networking, Public Sector, Manufacturing, Construction, Pharmaceutical and Service industries
- Hands-on experience in planning, requirements gathering, GAP analysis, designing, developing and deploying Enterprise applications and executed in rapid development Agile based scrum framework

### Client Support Specialist

Lodz, Poland

11/2019 - 10/2020

Lodz, Poland

#### Achievements/Tasks

- Provide highest level of customer support by answering inbound calls and emails
- Experience with FTP, SQL, SMB, TCPIP, Networking and VMWare
- Computer/Technical literacy; proficient in the use of computers; possess strong knowledge of Microsoft products, ServiceNow, VersionOne, Agile practices, etc.. Technical/User knowledge of the composite applications, and sequel database knowledge is a plus
- Excellent verbal and written communication skills; ability to convey complex technical details coherently

### Junior Client Support Specialist

IHS Markit, India

02/2018 - 08/2018

Gujarat, India

#### Achievements/Tasks

- Supported customers with basic technical support for current and past software releases.
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

## CERTIFICATES

HDI Customer Service Representative (HDI-CSR) Certification

Microsoft Certified Solutions Associate (MCSA)

Oracle MySQL Database Administration

## EDUCATION

### Master Computer Science

Wrocław University of Science and Technology

08/2018 - 08/2020

wroclaw, Poland