



Jaykumar Mathukiya



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Managed team of 40+ people | Customer Service | Technical Support

I'm a second-year student at Vilnius University in Information Systems and Cybersecurity. Fueled by a passion for technology and armed with Microsoft Azure and AWS Cloud certifications, I bring a customer-centric mindset, having led a sizable team in a sales role. Ready to contribute my skills and enthusiasm. I'm eager to be a part of your company's dynamic and high standards work environment.

WORK EXPERIENCE

Vestige Marketing Pvt. Ltd. - India

2020/07 – 2021/08

Team Leader & Salesperson

I worked as a direct seller and team leader at Vestige Marketing. During my work, I acquired many skills in communication and personality development. I led a team of more than 100 people, where 45 of them were directly under my supervision and guidance.

EDUCATION

Vilnius University - Kaunas, Lithuania

2022/08 - Present









Bachelor of Science in Information System and Cyber Security 2nd Year

TECHNICAL SKILLS



- Basics of Cyber Security, Networking, and Linux
- Basics in Python
- Basics of Cloud Computing

ACHIEVEMENTS AND CERTIFICATIONS




CUSTOMER SUPPORT:

-  Develop Your Customer Service Skills - [LinkedIn](#)
 -  Developing a Service Mindset - [LinkedIn](#)
 -  Customer Service: Managing Customer Expectations - [LinkedIn](#)
 -  Delivering Bad News to a Customer - [LinkedIn](#)
 -  Customer Service: Problem-Solving and Troubleshooting - [LinkedIn](#)
 -  Empathy for Customer Service Professionals - [LinkedIn](#)
 -  Customer Service and Support During Economic Downturns - [LinkedIn](#)
 -  Creating a Positive Customer Experience – [LinkedIn](#)
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CYBER SECURITY & ETHICAL HACKING:

-  Introduction to cyber security - [Great Learning](#)
 -  Ethical Hacking - Mobile Hacking - [Great Learning](#)
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PROGRAMMING:

-  Introduction to Programming Using Python - [Simplilearn](#)
 -  Nasscom Python Completion Certificate - [Coding Ninjas](#)
 -  Python Basics – [KodeKloud](#)
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CLOUD COMPUTING:

-  Microsoft Azure Fundamentals (AZ-900) Cert Prep: 1 Cloud Concepts – [LinkedIn](#)
-  Microsoft Certified: Azure Fundamentals – [Microsoft](#)
-  AWS Knowledge: Cloud Essentials - [Amazon Web Services \(AWS\)](#)
-  AWS Certified Cloud Practitioner - [Amazon Web Services \(AWS\)](#)