

Name: Jay Mehta
Mob: 4373882529
Email: jaymehta2992@gmail.com

Career Objective

Obtain a customer service position where I can maximize my people-oriented experience, communication skills and problem - solving abilities.

Education

Software Engineering Technician

Centennial College

<https://www.centennialcollege.ca/>

ACS Professional Year program in IT

Performance Education, Melbourne campus

<https://www.performance.edu.au/>

Melbourne, Australia

Jan/2019 - Nov/2019

Masters in IT - Software Design and Development

Central Queensland University, Melbourne campus

<https://www.cqu.edu.au/>

Mar/2017 - Dec/2018

Bachelor's in Information Technology

Dharmsinh Desai University, Nadiad

<http://www.ddu.ac.in/>

Nadiad, Gujarat, India

June/2011 - Dec/2014

Employment History

1) Data Entry Operator IT

Mar/2020 - June/2021

Paxus

Responsibilities:

- Supporting the manufacturing/production department completing documentation.
- Ensure all documents are completed accurately
- Working in a fast paced manufacturing environment.
- Keeping an open dialogue with the production team to ensure correct completion of all paperwork, documentation and labels.
- Enter variety of data using current technology.
- Prepare and sort documents for data entry.
- Review and enter data updates in the systems.

2) General IT Support -Internship

Aug/2019 - Nov/2019

Interior Secrets

Responsibilities:

- Website Maintenance and Designing
- IT Supports, Data Entries, Content Writing

- Ad - Hoc tasks - Listing and Updating products, price and stocks
- Working with E-commerce platforms - Shopify, Magento, Unleashed
- System Administrations, Switching Website platforms
- Shipping - Marks generation

3) Helpdesk Technician IT

Mar/2018 - Aug/2019

Citywide Solution

Responsibilities:

- Collaborate with other helpdesk staff to provide desktop hardware/software support to business users.
- Respond to and resolve issues in a timely manner, escalating as required ensuring effective and timely resolution.
- Provide support for the installation and testing of computer systems, desktop applications, printers and other peripherals and assist with the maintenance active directory, mobile device management and email services.
- Keep the Supervisor, IT Infrastructure and IT team apprised of the status of all problems, issues and assigned projects on a regular basis and as-needed basis.
- Provide client setup support (Wi-Fi, printer, phone, network & security access)

Achievements

- I have received HD grade 2 times in my masters and my Vice chancellor gave me a commendation letter
- Participated in code crunch and techno-mine technical IT events during my Bachelors

Personal Attributes

- Problem solving: First identify the main problem and then break down in to small tasks during my university projects to implement tasks
- Strong learning ability: Demonstrated a high capability of learning new skills, computer languages and handling technical difficulties in an efficient way through utilizing my analytical and critical thinking skills
- Communication Skills: Able to communicate clearly and effective way with the different department people while working as an intern during my university project.

References

- Referees will be provided upon request.