

# Jay Shah

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## PROFILE

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### Technical Skills:

HTML5, WordPress, Web Security, CSS3, PHP, SEO, JavaScript, MySQL, Python

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### Education:

Bachelor's in Computer Eng. Gujarat Technological University, India  
(June 2015 – April 2019) – **3.7 GPA**  
Post-Graduation: OCGC Web Design & Development Conestoga  
College, ON Canada – **3.78 GPA**

### Employment:

**Wipro Solutions Canada Limited:** <https://www.wipro.com/> March 2022 - Present

IT Administrator:

- Patching and Compliance
- Queue Management.
- Managing Escalation.
- Asset Management.
- Continual Service Improvement.
- Service Desk Implement Plan.
- Hoteling Stations.

**Kubra:** <https://www.kubra.com/> Sept 2021 – Jan 2022

Client Services Center Analyst:

- Monitoring and managing application errors and alerts.
- Worked after hours and provided 24/7 support to the customers.
- Managed password resets in accordance with established policies and procedures.
- Responsible for daily system checks and for bank control total call ins.
- Monitor infrastructure alerts, create and triage cases and respond to customer inquiries.

**Factory Direct:** <http://www.factorydirect.ca/> Jan 2021 – Sep 2021

Client Service & Support:

- Provided technical assistance to customers on inbound telephone tech support calls.
- Used remote access to perform troubleshooting when needed.
- Walked customers through step-by-step process for troubleshooting hardware issues.
- Assisted customers with antivirus program installations and virus removals.
- Used good problem-solving skills for troubleshooting problems.
- Received 85% of positive feedback from clients.
- Maintained relations with internal team members and external clients with outstanding satisfaction.

**Tech Office: Brampton ON.** <https://techoffice.ca/> June 2020 to Jan 2021

- Work as tier 1 agents as well as contribute input to agents.
- Troubleshoot complex problems impacting client's file transmissions via FTP.
- Create ticket and execute against Service Plan.
- Provide information on identified client issues or product deficiencies for escalation.
- Provide the client with support/information card & update ticket for awareness.
- 90% of customers satisfied with the outcome.

### Projects:

#### SANIFECT SYSTEMS:

Front-End Application Support

Did research on similar websites for proper outcome and more sales.  
Designed logo and worked on pages using HTML5, CSS3, and JavaScript.  
Added Bootstrap classes for eye-catching theme, buttons, and forms.  
Maintained SEO, added alt for images and meta tag.

#### Majestic Garbhsanskar:

Front-End Application Support

Designed the structure and flow of the website.  
Finalized images and videos for the website.  
Added bootstrap classes to make it responsive.  
Added social media links.