Jay Shah

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PROFILE

Technical Skills:
HTML5, WordPress, Web Security, CSS3, PHP, SEO, JavaScript, MySQL

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

Employment:

Kubra: https://www.kubra.com/ Sept 2021 – Present
Client Services Center Analyst:
- Monitoring and managing application errors and alerts.
- Effectively monitor minor incidents, initiate problem management reports, create internal cases and ensure resolution of different alert types, by following provided documentation.
- Fulfilling service requests.
- 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.

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.

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