

# JIGNESH SATHAVARA

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## OBJECTIVE/CAREER AIM :

- ☐ To working with your organization is opportunity for me to get more knowledge about different types of real world problems, how to deal with that problems in different situation. It is very helpful for me to get knowledge about a new environment.
- ☐ To associate with an organization which progresses dynamically and gives me a chance to improve my knowledge and enhance my skills and be a part of team that works towards the growth of the organization.

## EDUCATION

Year Of Passing	Degree/Diploma	Institute/University	Percentage
Mar-2020	10 <sup>th</sup> GSEB	Shri V.R Karve School	59.83 %
MAR-2022	12 <sup>th</sup> GSEB	Shri Para Higher Secondary School	63.28%
BCA (4 <sup>th</sup> Semester)	Graduation(Degree)	H.N.G.U	(Pursuing)
CCC-CPT	Computer Course	Pratima Computer Education	62.00%

## EXPERIENCE :

- ☐ Working in Marg Inventory and Accounting Software(Technical Support) from 2<sup>th</sup> August 2022 To 30<sup>th</sup> March 2024.

## SKILLS/COMPUTER PROFICIENCY :

**Operating Systems :-** Ms Windows /XP/7/8/10/11.

**Programming Skills :-** C, HTML,JAVA,PYTHON.

**Other Skills :-** Communication, Team Working, Positive Attitude, Honest,Marg Software.

## ROLES AND RESPONSIBILITIES IN MARG :

- ☐ Manage large amounts of inbound and outbound calls in a timely manner.
- ☐ Follow communication “scripts” when handling different topics.
- ☐ Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- ☐ Seize opportunities to upsell products when they arise.
- ☐ Build sustainable relationships and engage customers by taking the extra mile.
- ☐ Keep records of all conversations in our call center database in a comprehensible way.
- ☐ Frequently attend educational seminars to improve knowledge and performance level.
- ☐ Sometime had to visit the customer personally if resolution was not properly provided via remote session.

#### HOBBIES \ PERSONAL STRENGTH :

- ☐ Technology ,Listening Music, Learn Something New, Travelling.
- ☐ Hard Working
- ☐ Sincere, Punctual
- ☐ Dedicated to work
- ☐ Friendly Nature

#### PERSONAL PROFILE :

Name :- Jignesh Sathavara  
 Father Name :- Shivrambhai Sathavara  
 Mother Name :- Kapila Ben Sathavara  
 Date of Birth :- 22 Feb 2005  
 Gender :- Male  
 Marital Status :- UnMarried  
 Nationality :-Indian  
 Languages :-Gujarati, Hindi, English

#### DECLARATION :

- ☐ I hereby declare that the details given above are true to the best of my knowledge.

PLACE : MEHSANA

(Jignesh Sathawara)