

Summary

After being in customer support related areas for more than 2.5 years , I have developed skills to engage customers in a scheduled and satisfactory service in any field , be it **software** or **tile industry**.

Along with support , recent years have given me opportunity to experience **sales , marketing** and competitive tile industry.

Skills

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- Customer service
 - ERP Systems
 - SAP

Experience

Systems Engineer

Infosys • Pune
09/2019 - 06/2021

During my tenure in Infosys I was trained to work on SAP which lend me a role in Basis team where we would serve US based oil company EXXONMOBIL and their customers to work smoothly on SAP systems. This was more of a support team.

- On Call on the weekends.
- Daily , Weekly, Monthly Scheduled tasks.
- Analyse the issue and catagorize accordingly.
- Find solution for customers regarding their system(SAP) in a specific time frame.

Export Co-ordinator

Colortile • Morbi
05/2021 - Present

Colortile being a growing name in the tile industry, I got to experience sales and support needed in this industry.

My roles:

- Co-ordinate between international customers and production team.
- Provide support and service related to price, quality, schedule to customers under my handle.
- Manage the logistics and documentation for shipments.

Education

B.Tech in IT

DDU • Nadiad, Gujarat
05/2019
CGPA : 7.2

Languages

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- English
 - Gujarati
 - Hindi

English Proficiency

IELTS Score: 7.5