**DEVANGI VAIDYA**

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**WORK EXPERIENCE**

**Technical Support Agent** - Best Buy, Brampton, ON Sept2023 - Current

* Diagnosed hardware and software issues on consumer electronic devices, including computers, laptops, tablets.
* Collaborated with cross-functional teams to coordinate complex repairs and streamline support processes, reducing average resolution time by 20%.
* Communicated effectively with customers and colleagues to build positive relationships, ultimately leading to increase in customer retention.
* Advised clientele on optimal solutions tailored to their unique needs, leveraging deep expertise and active listening skills.
* Spearheaded seamless software installations, updates, and system optimizations, fostering an improvement in overall system performance.

**Administrative Clerk** - Hasty Market, Mississauga, ON Mar 2023 – Current

* Guided customers through the process of cashing in and purchasing lottery tickets, ensuring seamless transactions and adherence to regulatory guidelines.
* Managed checkout procedures with meticulous attention to detail, guaranteeing the precision of each transaction and minimizing errors.
* Streamlined inventory processes, resulting in a 20% reduction in stockouts and improved product availability for customers.

**EDUCATION**

Bachelor of Engineering in **Information Technology** Apr 2015 – June2019

Sardar Patel Education College of Engineering, India