PAVIN (BAL) PARIYAR

Support Engineer

📞 07411022280   @ pavin.pariyar14@gmail.com
🔗 www.linkedin.com/in/pavin-pariyar-0238b1225   📍 London Ub3 1te

EXPERIENCE

Support Engineer

Amazon Robotics

📅 08/2023 - Present   📍 Remote

Company Description

- Actively seek solutions to customer needs, communicating trends to leadership, and suggesting innovative solutions. Owning and driving Root Cause Analysis, including preventive measures, for critical issues.
- Leading collaborations with Support, Software, Hardware and System Engineering teams to resolve complex issues escalated from internal technical support groups.
- Driving support requirements during development of new products and technology, developing training documentation and providing mentorship to new Engineers.

Data Collection and Quality Control Technician

Meta

📅 03/2023 - 07/2023   📍 Soho, London

Company Description

- Responsible for reviewing collected data, to verify its accuracy and absence of bugs or errors.
- QA testing on-site at Meta Reality labs for data collection software.
- Creating and maintaining documentation and tutorials.
- Experienced with NavVis VLX, NavVis Sitemaker, capturing and processing data with VR headsets.

Support Analyst

Virgin Media

📅 09/2022 - 02/2023   📍 Hammersmith, London

Company Description

- Providing immediate 1st Line, 2nd Line & VIP Support.
- Support and deployment of Apple/ Windows Devices.
- Managing users and devices using Microsoft Azure, Active Directory and SCCM.

IT Support Apprentice

Citibank

📅 06/2021 - 09/2022   📍 Canary Wharf, London

Company Description

- Providing Premium Trade floor support to over 2500 traders (remotely and Face to face).
- Creating and supporting Virtual Machines using Virtualization/ Cloud software (VMware).
- Managing user groups using Active Directory, SCCM.

Team Member

Various

📅 07/2017 - 01/2021   📍 Location

Company Description

- Achieveing sales targets, working as a team to provide high level of customer service, maintaining clean work environment.

SUMMARY

With a dynamic background encompassing diverse roles within prominent corporations, I am a young and motivated professional primed to excel in the IT sector. Concurrently, I am proactively pursuing self-guided education in Python, C#, JavaScript, HTML, and CSS. This self-driven learning aligns with my eagerness to take on new responsibilities, highlighting my commitment to growing in the industry.

SKILLS

Computer Hardware & Software

Windows/ MacOS/ Linux   Pro-active

Team Lead/ Team Player

TRAINING / COURSES

JavaScript

HTML

Python

C#

Command Line

Cybersecurity

Linux

CERTIFICATION/ EDUCATION

Understanding Coding

Learning Curve Group

📅 11/2023 - Present

IT Support Apprenticeship

LDN Apprenticeships

📅 06/2021 - 09/2022

BTEC Level 3 ICT: Distinction

Harlington School

📅 09/2013 - 08/2020