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|  | Saheb Bhalla  905-963-1161  Sahibbhalla.010@gmail.com | |  |
|  | **SKILLSET**   * IT professional with over 3 years of experience in providing skillful and productive solutions to different industries. * Experienced in operating and managing different corporate software and operational systems. * Proactive active learner with ability to meet above expectation targets with high-quality work product. * Excellent communication with strong problem-solving skill set. * Outstanding customer service with awarded professionalism. * Proficient in Microsoft office and other Management tools. * Core understanding of SLA and management cycles. | |  |
|  | Experience | |  |
|  | 2019-2020Bell Technical Solutions, Service Technician Highly technical hands-on experience with troubleshooting DSL network and equipment. Managing a complex network of customer and business facing DSL services. Taking part in regular meetings to discuss about potential fix with current field network conditions.   * Helped team increase effectiveness by planning the executions of daily scheduled jobs and completing them with good standards. * Experienced with providing customers with possible equipment placement and providing different solutions for a different scenario every day. Updating inventory and order new parts according to customer demands. * Working with different Modems, STB and range extenders providing software updates. * Troubleshooting service lines by understanding their physical aspects and conditions. * Extensively trained in health and safety protocols. * Providing a professional and welcoming experience while interacting between with corporate and client. * Awarded best customer service in Ontario and Quebec with great customer feedbacks. Created a presentation module for other technicians to help improve customer service throughout the company. | |  |
|  | 2018(internship)Concentrix Solutions, Technical Advisor Troubleshooting operating systems on multiple devices with a customer driven approach. Data transfer management from the server and back to the devices. Logging case studies and documenting bugs to help with quicker resolution.   * Dealing with customers on a daily basis providing technical support of iOS device and troubleshooting bugs, features and provide case study at end of each interaction. * Providing customers with safe and confidential data transfer between server and multiple platforms. * Creating reports and providing customers with technical and financial information of their devices and accounts. * Taking part in regular meeting discussing ongoing customer demand and feedback while testing and implement new procedures to ensure excellent experience | |  |
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|  | **EDUCATION**  2017-2019 Software Development, Mohawk CollegeJAVA, C++, SQL, Python, Angular JS, Object Oriented Systems | |  |
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