Henishbhai Parmar

IT Support | IT Technical Recruiter

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SUMMARY

An Experience IT Professional offering an array of skills in trouble shooting, customer support. Proven ability to analyse and resolve IT issue in a timely manner. Supporting colleagues within a large organisation, both onsite and at remote locations, in person, by phone and email, and by remote desktop. I have a polite friendly telephone manner. I am able to use my initiative to escalate issues when necessary.

EXPERIENCE

Grading Technician

musicMagpie   📅 10/2022 - Ongoing   📍 Stockport

musicMagpie is a circular economy pioneer that offers customers a smart, sustainable and trusted way to buy, rent and sell tech and media products.

- Manual and assisted testing of all electronic devices.
- Acceptance of customer devices using the departments goods in program.
- C2B, B2B order testing and completion.
- Maintain outstanding stock and workspace condition in compliance with H&S policies and procedures.

Technical Recruiter (USA IT Market)

Interactive Manpower Solution   📅 09/2021 - 03/2022   📍 India

- Responsible for handling IT requirements from US based clients.
- Employ fluent communication skills to connect with candidates via phone, email and social media.
- Responsible for recruiting, negotiation and closed candidates for assigned requisitions.

IT In-Charge

SNV International School   📅 12/2019 - 01/2020   📍 India

- Provide **1st Level technical** support to 1400+ end users with their issues.
- Work directly with user having issues throughout entire problem solving process including identifying, determine, cause and solution of problem.
- Prepare and review operational reports.
- Assisted users with implementing new software and network infrastructure to ease transition to new technology assets and planned operations.
- Running regular checks on network and **data security**.
- Adhere to **SOP** while providing phone, online, and offline support to users.
- Conducting regular system audits.
- Prepare and review operational reports.
- Identifying and acting on opportunities to improve and update the system.

PROJECT SUMMARY

📁 **TOMATO DISEAS INFORMATION SYSTEM**
Web based system built using .Net framework in ASP.net language with using MYSQL database.

📁 **GAS AGENCY DISTRIBUTOR MANAGEMENT SYSTEM**
Web based system built using .Net framework in VB.net language with using MYSQL database.

SKILLS

Customer Focus   Interpersonal   Team Player

EDUCATION

Bachelor of Computer Applications. 6.80 GPA

Sardar Patel University
📅 2015 - 2018   📍 India

Bachelor of Technology (A.I.T). 6.08 GPA - Took Drop
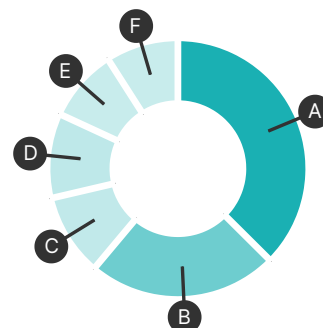
Anand Agricultural University
📅 2012 - 2015   📍 India

High School (HSC - Science Stream).

Anand High School
📅 2011   📍 India

MY TIME

- Ⓐ Work
- Ⓑ Family Time
- Ⓒ Thinking about the next "one more thing"
- Ⓓ Sports activity
- Ⓔ Tech digging
- Ⓕ YouTube

TECHNOLOGY / PROGRAMMING LANGUAGES

🗄 SQL, MySQL

</> ASP.NET, Java, C, Python, HTML, CSS

⚙ Anaconda(API), VS, .NET, IGiS,

TRAINING / COURSES

CompTia A+ (Pursuing)