HARDIK MEHTA

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TECHNICAL SUPPORT EXECUTIVE
(Software Support, Technical Support, Data Associate, DevOps, Production QA)

CAREER OBJECTIVE

To Work in a technology driven environment, full of opportunities where I can make maximum use of my strengths, capabilities, technical as well as managerial skills, be committed to deliver best performance and innovation to get the best result and to contribute maximum share in success of the organization.

PROFILE SUMMARY

- Working as **Customer Support Executive** with very good experience in Software Support / Technical Support with **overall 5+ years** of IT experience.
- Provided end-to-end support into SQL Server as back-end in Windows environment.
- Great software experience handling customer expectations by providing production support into Telecom domain.
- Handled various production incidents by effective troubleshooting and provided quick and effective solutions.
- Participated into Build, Deployment, Verification and Post-release support activities.
- Helped business estimate the effort of tasks and prepare plan accordingly.
- Also have experience working as Lab In-charge.

CERTIFICATION

- CCC Certified from C-DAC, Rajkot in the year 2012.

SKILL SET

- Software Installation.
- SQL basics.
- Hardware Maintenance/Repairing.
- MS Office.
- Windows Setup / Installation.
- Build/Deployment/Verification.

- Manual Testing.
- Troubleshooting.

Nov'2020 to April'2022 with Height8 Technologies Pvt. Ltd., Ahmedabad
Customer Support Executive

Core Activities:
- Worked as **Customer Support Executive** at Height8 Technologies Pvt. Ltd.
- Provided end-to-end support into SQL Server as back-end in Windows environment.
- Handled various production incidents by effective troubleshooting and provided quick and effective solutions.
- Participated into Build, Deployment, Verification and Post-release support activities.

Nov'2018 to May'2020 with Aplomb Technology., Rajkot
Senior Technical Support Engineer

Core Activities:
- Installation and configuration on SQL, IIS, Crystal Reports part.
- Backup and Restore Database.
- Training on the systems.
- Auditing based on TRAI.
- Customer support and troubleshooting.
- Production pre and post release verification.
- PC format repair and maintenance.

Feb'2017 to March'2018 with R.K. University., Rajkot
Lab In Charge

Core Activities:
- Handled the Lab as Lab in-charge with 26 system.
- Facilitated class examinations.
- Participated into Student Admission Program.
- PC format and maintenance.

Feb'2014 to Jan'2017 with Keval Infocom., Rajkot
Technical Support Engineer

Core Activities:
- Installation and configuration on SQL, IIS, Crystal Reports part.
- Backup and Restore Database.
- Provided trainings on Accounting Software.
- PC format and maintenance.

Dec'2011 to Dec'2012 with R.K. University., Rajkot
Lab Assistant

Core Activities:
- Handled the Lab as Lab in-charge to maintain overall EC Kit components.
- Facilitated class examinations.
- Participated into Student Admission Program.

Core Activities:
- PC format and maintenance.
- Installation, wall-mounting of LCD and LED screens.
- Provided demo on LCD and LED screen.
- Documentation work.
- Data entry of Sales part.

College Projects

Multichannel Code Lock System

About Project:
- These add comfort, luxuries, and flexibility to life. This can even be very helpful for the people to operate different system which are located at different place by being in only one place itself. So this will have control and automation to the system.
- Security is a prime concern in our day-to-day life. And assess control system forms a vital link in a security chain.
- Code base electronic locking system to control the operation of several appliances. The circuit uses a three-digit decimal coding for operating any appliance.

SOCIAL SKILLS & COMPETENCIES

- End-oriented work capacity.
- Ability to establish and maintain good working relations with people of different national and cultural backgrounds.
- Problem-solving attitude.
- Ability to live and/or serve in hardship locations.

ACADEMIC DETAILS

- Diploma: - Cleared Electronics & Communication Engineering from Christ Polytechnic Institute, Technical Examination Board, Rajkot in the year 2011.
- SSC: - Parisharm High School, Gujarat State Education Board, Rajkot in the year 2006.

PERSONAL DETAILS

- Date of Birth: - 4th July,1989.
- Contact Address: - Block No: -20, Satellite Park, B/H Ajanta Park, Sadhuwasvani Road, University
- Road – 360005, District- Rajkot, State-Gujarat.
- Gender: - Male.
- Marital status: - Single.
- Strengths: - Hardworking, Dedicated, Honest, Team Player.