

JAY PATEL

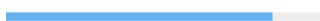
Technical Support, Help-desk, Customer Service, Hardware & Network

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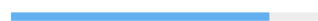
As a self-motivator I am always looking for ways to improve myself and enjoy learning new skills and helping others. My strengths are my people skills with the ability to liaise with all age groups, my organizational and leadership skills and natural approach, and my ability to use my initiative and openness to change. Experience in providing Technical Support, file server installations, troubleshooting and technical consulting for multiple networks in an intensive networked environment. I would love the opportunity to apply and develop my skills by involving myself with the industry and beside this the learning on a day-to-day basis.

MY EXPERTISE

IOS & ANDROID TROUBLESHOOTING



ICT SALES & OPERATIONS



TROUBLESHOOTING



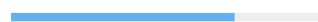
REMOTE ACCESS TECHNOLOGIES



IMPLEMENTING NETWORK, APPLICATION AND ACTIVE DIRECTORY INFRASTRUCTURE



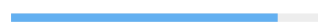
PROVEN SALES TRACK RECORD



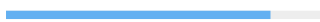
SYSTEM CENTER AND ITS VARIOUS APPLICATIONS



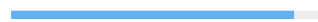
TECHNICAL SUPPORT



SYSTEM BACKUP & END USER SUPPORT



NEW INSTALLATIONS AND SUPPORT



PROBLEM IDENTIFICATION



CUSTOMER SERVICE SKILLS



PROFESSIONAL ATTRIBUTES

- **Computer Maintenance And repair :-** Think of innovative ways to tackle a problem for the best results for the establishment, as well as for the betterment of the services being provided to the customers.
- **Personal Attitude :-** I am capable of producing work to a very high standard and I have great attention to detail when designated a task.
- **Troubleshooting :-** Have experienced various cases requiring troubleshooting during the course of my career, from handling basic requests from customers to maintaining, troubleshooting problems regarding network problems.
- **Self-Management Skills :-** Very quick at visual learning. Committed to learn, relate technical concepts promptly. Likes to be punctual, honest.
- **Highly Professional :-** Demonstrated commercial nous; Understands customers' needs and efficient in providing a consultative approach.
- **Lifelong Learner :** Motivated and enthusiastic with a keen desire to continually update my knowledge and improve my skills.
- **Time Management :** Ability to gauge the best use of time, perform multiple tasks simultaneously and cope with a busy environment.
- **Maximize Work :-** Maintain efficient work, in order to maximize the capacity of the establishment to generate profit and to give it good customer value.

NOTABLE SCHOLASTIC'S

- A good working knowledge of all levels of helpdesk support and major vendor pc product.
- The experience of setting up, maintaining hardware and software systems.
- Assisting local and remote staff with technical problems including desktop\laptop\server software, hardware and network issues.
- Analyzing problems, researching potential solutions, isolating issues and referring complex problems to senior technical staff.
- Handling a large volume of inbound calls and inquiries. Giving feedback to supervisors and managers through reports or statistics.
- Can provide first and second level support to end users.
- Knowledge of Local Area Network technologies from a support perspective.
- Ability to read and interpret IT documents.
- Helping clients with regards to technical issues with our widgets.
- Answering questions from customers and prospective customers about the features and capabilities of our widgets
- Undertaking analysis, diagnosis and resolution of client problems via phone, e-mail & face to face contact.

WORK EXPERIENCE

APR 2016 – JULY 2018

Business Development Executive (Citrix Partner) – International Market

SourcePro Infotech, Ahmedabad, India

- Lead generation with cold calling and canvassing
- Identifying new businesses to promote Citrix Products and services to clients
- Managing client requests and providing solutions to meet their needs
- Present ICT solutions to new business customers
- Implement and develop sales strategy to meet and exceed targets
- Efficiently manage and maintain CRM
- Accurately deliver and develop sales forecasts in conjunction with the business requirements

APR 2016 – JULY 2018

ICT Support Technician

Omni Tech, Auckland, New Zealand

- A strong client focusses and a desire to assist others
- The ability to analyse problems quickly and skillfully
- Troubleshoot Computer and mobile both hardware and software iOS & Android
- Closed Sales and deals exceeding \$10K P/W in margin/revenue
- Regularly on calls with VPs, CIOs, and IT Directors
- Weekly task might include: Conference calls, cold calling, cold Email and networking

OCT 2015 - APR 2016

ICT Customer Support Officer

Spark, Auckland, New Zealand

- Providing support, including procedural documentation and relevant reports
- Outbound Calling for Sales and Sales related query
- Planning, developing, and implementing field sales action plans.
- Selling products such as Routers, Switches, Phones and smart gadgets
- Arranging delivery of goods, installation of equipment and the provision of services

OCT 2014 - DEC 2014

Internship - Helpdesk & IT Support

Regent International Education Group, Auckland, New Zealand

- Create new user account system
- Troubleshoot user login issues, installation, hardware, student account access and network connectivity issues

ACADEMIA

- 2014

NZQA Level 7 : Graduate Diploma In Information Technology
Regent International Education Group, Auckland

- 2012

Bachelors Of Computer Application
Veer Narmad South Gujarat University, India

REFERENCE CHECK

Available On Request