

Nrupam Dhruv

Service Manager/Technical Support / Software Support Engineer

Focused Technician Considered Expert in maintenance Services. Demonstrating keen sense of urgency to every customer. Over 1 and half years delivering Multi-Faceted Trader skills in industrial environments.



nrupamdhruv2012@gmail.com ✉

7378969566 / 9552367125 📞

Vadodara, India 📍

instagram.com/nrupi_the_kingslayer 📷

WORK EXPERIENCE

Service Manager

Venus Data Products(Apple Authorised Service Centre)

05/2021 - Present

Vadodara, Gujarat

Apple Authorised Service Provider

Achievements/Tasks

- Oversee and guide all activities of the Service team.
- Coordinate CSS Teams and handle all type of Escalations.
- Ensure team follows best practices and maintain service level agreements, and be progressive in maintaining score. Our Team Scored 94.5% in Apple service Program and also we are in PSS by hitting 95.8% in service Score.
- Monitors department issues and client complaints.
- Develop problem management and service improvement plans. / Maintain customer relationships.
- Ensure customer/business, client, support, technical parties are represented in the definition and evolution of services.

Contact: Ashish Kulkarni - 9924263644

Technician

Venus Data Products(Apple Authorised Service Centre)

08/2020 - Present

Vadodara, Gujarat

Apple Authorised Service Provider

Achievements/Tasks

- Resolves 100% Software & Hardware issues of Apple Products.
- Providing Technical Support to Customers and Clients related to Apple Products. Software Installation of MacBook & iMac.
- Handle ERP System Like iRujul, Serivfy and GSX (Global Service Exchange Apple System).
- Good Knowledge of Networking.
- Also Good Knowledge of Many Computer Languages like C++, C#, Java, Java Script, Python, SQL, .Net .
- Handle Troubleshooting and repairing iPhone and iMac parts.

Contact: Yash Panchal - 8460757177

EDUCATION

Bachelor Of Computer Application

Haribhai V. Desai College of Commerce, Arts and Science.

02/2016 - 10/2019

Pune, Maharashtra.

Courses

- Computer Languages and Softwares.
- C++, C#, Java, Java Script, Python, SQL.

12th HSC

A.S.D.B Dada Wala Junior College.

01/2015 - 05/2016

Pune, Maharashtra

Courses

SKILLS

Software Support.

Issue Analysis.

Networking.

C++

C#

Java/ Java Script

SQL

Python

Analytical / Scientific Software

Good Communication Skills

Done Software Projects for College

PERSONAL PROJECTS

Photoshop Management System (10/2017 - 04/2018)

- The Objective of the Project is to Create Manual System for my Own Photography Studio.
- Role :- Designing and Coding in SQL and VB.net.
- Software Use :- Visual Basics 6.0.
- Back End :- Microsoft Access.

Computer Shop System (05/2016 - 08/2018)

- To create an Web Interface of the Computer and Electronic Shop.
- Provide Customers a Good Interface for Buy an Product.
- Role :- Designing and Coding in SQL and VB.net.
- Software Use :- VB.net 2008.

ACHIEVEMENTS

Light House Digital Photography Studio System (12/2018 - Present)

The Software manages all Rental and bookings of Cameras and even Manages all Wedding events Booking.

Autonomous Course of Networking. (12/2018 - 12/2019)

Networking and Server Protocol System.

Apple Atlas (Global Service Exchange) Exams (09/2021 - Present)

Apple Exams 21h Rank in Global.

LANGUAGES

English

Professional Working Proficiency

Java / Java Script

Limited Working Proficiency

C++, C

Limited Working Proficiency

Python

Limited Working Proficiency

INTERESTS

Singing

Coding

Play Cricket

ShareMarket

Photography

Reading Books

Eager to Learn New Technology