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# Application Letter

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DOSHI HARDIK I.  
"Arihant", 502  
Aatman 4 appt.  
Gautam nagar  
Opp.Navjivan school  
Near naklank chowk,  
Rajkot 360005



To  
The Manager,

## **Sub: An Application for the Job**

Respected Sir / Madam

I am writing to apply for the job. As requested, I am enclosing a completed Job application and my resume.

I have completed my Diploma in C.E. in ATMIYA INSTITUTE OF TECHNOLOGY AND SCIENCE (At RAJKOT) and in my resume I include result of all Sem. And also include my 10<sup>th</sup>std's percentage. With respect to my requirement I want to apply in your company for the job. I assure u that if I get chance for this job, I will satisfy you with my hard work.

Please see my resume for additional information on my experience.

I can be reached anytime via email at [er.doshi.hardik007@gmail.com](mailto:er.doshi.hardik007@gmail.com) or my contact number is

+91 9998284456.

I look forward to speak with you about this employment opportunity.

Sincerely,

Hardik Doshi

# **Hardik Doshi**

(M): +91 9998284456

E-mail:- [er.doshi.hardik007@gmail.com](mailto:er.doshi.hardik007@gmail.com)

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## **Qualification(s):**

### **🔗 In Std. 10<sup>th</sup>**

I got **76.00% at final Exam.** & Completed at **Shri Vandana Vidhyalaya** at Kalavad.  
Since March 2006

### **🔗 In Diploma Studies**

I Have completed my **D.C.E. at ATMIYA INSTITUTE OF TECHNOLOGY AND SCIENCE (At RAJKOT).**

Sr. No.	Exam	Year	University/Board	Result
1	D.C.E. 4 <sup>th</sup> Sem.	March 2008	Technical Examination Board	55.10 %
2	D.C.E. 5 <sup>th</sup> Sem.	Nov/Dec. 2009	Technical Examination Board	52.78 %
3	D.C.E. 6 <sup>th</sup> Sem.	March-2010	Technical Examination Board	75.33%

## **Skills & Competencies:**

- Customer Focus
- Communication skills
- Problem Solving skills
- Handset repair skills
- Knowledge of spares operations
- Knowledge of CRM Systems
- Active listener
- Understanding of technology product and solutions
- Result orientation
- Relationship management
- Ownership mindset

## **Experience:**

➤ During my training period I Work as an Engineer in Project implementation of S.G.B. as **Software trainer**.

➤ I have completed my Industrial training at **Wipro** (Wiptech pvt. Ltd.) Rajkot. From Jan 2010 to April 2010.

➤ Worked as Customer support executive In **Sony India Pvt.ltd.** for 1 year at Rajkot. From June 2010 to Aug 2011.

## **Roles and responsibilities:**

- Handling customer queries related to Laptop.
- Software and hardware installation as well as part replacement.
- Maintain the stock and report generation.

➤ Worked as Supervisor in **LG India Pvt. Ltd.** A sc. For 1 year. From September 2011 to November 2012

## **Roles and responsibilities:**

- Handling service network of LG in Rajkot region.
- Team handling and Service operations support on day to day operations.
- Look out of each and every job completed within its turnaround time.
- Cash collection.

➤ **Worked with Apple service center as technical incharge since 4.5 years From December 2014 to 2019.**

## **Roles and responsibilities:**

- Responsible for managing and coordinating with Service Centers regarding services/System policy
- Team handling and Service operations support on day to day operations.
- Maintain and compile Reports on daily basis for archive KPI.
- Repair device related to Hardware/Software failure.
- Inventory management and Reconcile the transaction periodically.
- Customer handling.

**➤ Working with Reliance Jio Infocom as Senior service executive from December 2019 to till date.**

**Roles and responsibilities:**

- Responsible for managing and coordinating with Jio Point and Jio Store regarding services
- Repair device related to Hardware/Software failure
- Feedback technical/generic issue faced in device.
- Configuration of wireless devices, and troubleshooting of the connectivity on wireless and wired connections (FTTX/ONT DEVICE AND SMARTPHONE AND MIFI)
- Team handling and Service operations support on day to day operations.
- Maintain and compile Reports on daily basic for archive KPI.
- Inventory management and Reconcile the transaction periodically.
- Customer handling.
- Maintain and achieve KPI.
- Train manpower at distribution points for desired productivity.
- Manage team members to achieve targets.
- Strengthen Drive return of interest by increasing recharge conversions.
- Maintenance of Daily Backup, Inventory, Audit documents.

**➤ Promoted from Senior service executive to Home connect master supervisor in Reliance Jio Infocom**

**Roles and responsibilities:**

- Drive home connect and care operations in the assigned territory.
- Source and train technicians by teeing up with target colleges.
- Ensure zero defect execution of home connect activity.
- Drive home connect installation and fault repair related SLA.
- Ensure customer satisfaction.
- Conducting market research to identify selling possibilities and evaluate customer needs
- Setting up meetings with potential clients and listening to their wishes and concerns
- Actively seek out new sales opportunities through cold calling, networking and social media
- Participate on behalf of the company in exhibitions or conferences.
- Team handling and Service operations support on day to day operations.
- Maintain and compile Reports on daily basic for archive KPI.

- Inventory management and Reconcile the transaction periodically
- Appointment adherence & 2 Hr. TAT (reach to activation)
- Team Management, Team Building
- Mentor and guide technicians to enhance productivity

### **Career Objective:**

To make a sound position in corporate world and work enthusiastically in team to achieve goal of the organization/MNC with devotion and hard work. To succeed in an environment of growth and excellence and earn a job, which provides me job Satisfaction, and self-development and help me achieve personal as well as organization goals. Willing to work for a reputed organization to deliver my service up to best of my capabilities.

Date of Birth:	15 <sup>th</sup> June 1991
Sex / Status:	Male / Married
Religion:	Hindu, Jain
Language Known:	English, Gujarati, Hindi (Read, Write & Speak)
Hobbies:	Movies, Music, & Reading