

# Utsav Jadav

Vadodara, Gujarat

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- 13/01/1995
- A hardworking passionate individual looking for a fulfilling position at your company.
- Good understanding of SQL and other coding languages.

## Work Experience

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### Technician

VENUS DATA PRODUCTS (iVenus) - Vadodara, Gujarat

October 2020 to August 2021

- Set up hardware.
- Perform replacement of the required components of iphone and Macbook.
- Install software on Iphone and Macbook.
- Maintain and repair technological equipment.
- Manage software in Macbooks and networks.
- Ensure privacy and data protection.
- Perform regular upgrades and repairs.
- Perform troubleshoot activities.
- Install well-functioning LAN/WAN and other networks

### internet analyst

Revokarmahub Software and Services Pvt Ltd - Vadodara, Gujarat

May 2019 to January 2020

- Analyzing a website's key performance metrics and competitive trending
- Creating forecasts using operational and statistical tools and models
- Directing queries and analyzing databases and logs to produce daily, weekly and monthly reports
- Making recommendations regarding process improvements and helping develop performance policies and procedures

### BDE

Cognixia - Vadodara, Gujarat

September 2018 to May 2019

- outbound selling
- meeting targets
- helping it professional in getting certifications in emerging technologies

### Technical Support

Concentrix - Hamilton, ON

June 2017 to August 2018

Technical support

- Iphone and macbook's technical support job Tier 1

- Troubleshoot Iphone and Macbooks over the call.
- Ensure to provide proper solution to all the queries raised by the customer and make sure quality of the response is maintained in professional and timely manner.
- Help the customers with all the software related queries in either of the devices and make sure all the devices are working in proper manner.
- Installing and configuring hardware and software.
- Talking customers through a series of actions to resolve a problem.
- Testing and evaluating new technologies.

## **Customer Service Representative**

S & P DATA - Hamilton, ON

January 2016 to October 2016

### **Responsibilities**

- Maintain a cheerful attitude while answering all inbound calls and addressing customer or sales team needs
- Support sales staff by completing and processing orders and keeping senior staff informed of any issues with delivery
- Ensure the sales team is on track to meet month-end goals and share innovative lead generating ideas
- Establish active communication and engagement with all other departments to help out where necessary

### **Accomplishments**

After working over here for 4 months I have gained a confidence in dealing with people. Moreover I used to get really good sales and I always used to help people around me.

### **Skills Used**

1. Basic computer skills.
2. Multitasking.
3. Talking. (make the conversation go long.)
4. Tips and trick to manipulate customers brain and make them understand what you are trying to tell them and make sure that they take it by giving some really good examples and reasons for their questions.

## **Subway Sandwich Artist**

Burlington, ON

February 2015 to September 2016

Volunteered at a subway.

i have a passion for food and i like to work in a fast paced environment.

used to manage the whole store including billing making preps and serving customers and cleaning the store.

## **Education**

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### **diploma in Software Development**

MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY - Hamilton, ON

September 2014 to October 2018

## Skills / IT Skills

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- excellent typing skills
- Microsoft Office
- Basic coding in c,java, python and some other programming languages
- Photoshop
- Illustrator
- SQL

## Certifications and Licenses

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### **IELTS**

2019 to 2021

Scored 6.5

### **IELTS**

2013 to 2015

Scored 6.5

### **Graphics Design**

September 2019 to Present

- Certified graphics Designer from Arena Animations.
- Mastered in Photoshop, Illustrator, and Corel Draw.

## Additional Information

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### SKILLS & ABILITIES

- Excellent written and oral communication skills
- Strong analytical and problem solving capabilities
- Proven customer service skills
- A dedicated team worker
- Time management is an asset
- Understanding of SQL concepts and other coding languages.

### REFERENCE

Arpan Mistry (colleague at ivenus)  
70460 03678

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