

Sagar S Patel

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JOB OBJECTIVE

- Looking for good opportunity from where I utilize my knowledge and experience in positive way. And to secure a job in organization and keep try growth in company as well as for himself in the best possible way.

PROFILE SUMMARY

- Completed B. E-in Electronics & Communication from Gujarat Technological University in 2014.
- Successfully completed 4week training in RTTC, AHMEDABAD IN ADVANCE TELECOM.
- Completed 9 week training in EMBEDDED SYSTEM.
- Quick learner & highly energetic having a keen aptitude for learning as well as productively applying new knowledge resourcefully.
- Focused & goal driven with strong work ethics, continuously striving for improvement coupled with commitment to offer quality work.
- 5year's experience of work as Technical Support Engineer in Body Drench India Pvt Ltd.(June-2015-Present)
- 6 months' work experience with Ascendum Kps Pvt Ltd as Process Associate (November2014 – May2015)

EDUCATION

- Completed B.E. In Electronics &Communication Engineering from Gujarat Technological University with 7.25 CGPA.
- 12th from GHSEB Board in 2008 with 54%
- 10th from GSEB Board in 2006 with 83%

EXPERIENCE SUMMARY

➤ Body Drench India Pvt Ltd: - Technical Support Engineer (June2015 To Present)

- Evaluate and prioritize customer support cases
- Act as the primary liaison between company and your customers
- Communicate and solve customers' problems via phone, email, live chat and face-to-face meetings
- Act as a consultant and offers solutions for customers' problems
- Provide bills for your services
- Track and manage your work record
- Work with all internal groups, including support, sales, engineering, product management, and consulting
- Prepare accurate and timely reports
- Diagnoses, troubleshoot, and resolve issues by questioning customers about the issues.

CRM:-

- Sales force CRM

➤ Ascendum Kps Pvt Ltd:- Process Associate-Operation(November2014-May2015)

- Medical bill Process for USA Hospitals.
- Generate bills using software
- Process bills and quality control for bills.

IT SKILLS:-

- Conversant with MS Office.
- MS Outlook

ACADEMIC PROJECTS

- Automatic fan speed regulator
- Microcontroller Based Radar System

Competencies:

- Team Worker
- Good Inter personal and communication skill
- Sense of Authority and Responsibility
- Passion to achieve success

PERSONAL INFORMATION:

Hobbies	: Cricket, Travelling
D.O.B	: 15-03-1991
Gender	: MALE
Languages Known	: Gujarati, Hindi, English
Permanent Address	: A-403,Narayani Hills, Opp.Ganesh Sopan, Chenpur road, New Ranip , Ahmedabad-382480

DECLARATION:

Here by I assure that above-mentioned information is perfect and to the best of my knowledge.

Sagar Shaileshbhai Patel
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