

CHIRAG

PATEL

IT PROFESSIONAL

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PROFILE

IT Specialist with over 3+ years of experience in information Technology and Help Desk support. Expert with a wide variety of Technical Support & networking, and operating system software. Have an Associate Degree in Information System Management, in excess of 14-years' experience in the delivery of high-level customer service within diverse industry sectors including major energy service providers, retailing (Woolworths Limited), and IT Helpdesk Service. Formal qualifications in Accounting and Professional Computing.

SKILL HIGHLIGHTS

- Strong decision maker
- Complex problem solver
- Debugging
- Troubleshooting and diagnostics
- Technical Support
- Creative designing
- Innovative
- Service-focused
- Technical issues analysis
- Customer service expert

EXPERIENCE

JUNIOR DATA REPORTING /IT Technician - 03/2017 to Present.

ABC COMPANY, MELBOURNE

- Worked with the Marketing team in the effective generation of data and feasibility studies necessary as basis for new product development initiatives.
- Analyzed service performance indicators, market and industry trends, historical reports, service loopholes to be able to propose and recommend solutions and remedies appropriately.
- Gathered data on competitor profile, market share, and product FAB (features, advantages and benefits) versus the product Pathfinder offers.
- Checked coherence in the monthly revenue reports submitted by the different business units and consolidated summary totals of profits to be compared with projections.
- Verified if the company is gaining revenue or losing revenue based on computation of depreciation, cost of sales, operational expenses and other miscellaneous fees versus the account's receivables generated in the sale of goods.
- Proposed solutions to enhance system efficiencies, employee productivity and reduce total cost of ownership for hardware products.
- Monitored systems in operation and input commands to troubleshoot areas
- Configured hardware, devices and software to set up work stations for employees
- Removed and replaced malfunctioning components to correct hardware problems
- Patched software and installed new versions to eliminate security problems and protect data

AUTOCAD DESIGN PLANNER- 02/2015 to 01/2017.

PazStone, Brooklyn VIC

- As a change of environment from Woolworths, I accepted a 24-month contract position as an AutoCAD designer for this leading supplier, manufacturer and installer of natural and reconstituted (engineered) stone products.
- Created detailed designs for multiple projects for residential and commercial premises using AutoCAD software.
- Collaborate with sales and production areas and the site supervisor on design requirements.
- Programmed on custom software FOR CNC Cutter equipment to design requirements.
- Produced reports and generated documentation for site supervisors, sales, and management.
- Used Custom Software to develop and produce creative floor plans for business and residential customers based on individual desires and means.

RELIEF DUTY MANAGER- 01/2007 to 02/2015.

Woolworths Limited

- Leading and supervision of departmental teams in all areas of store operations.
- Assisting with restoring and placement of personnel.
- Ensuring merchandising and presentation met operational standards and guidelines.
- Acting as the primary point of contact in the absence of the Store Manager.
- Providing product information to customers and responding to general inquiries, resolving customer complaints and other customer issues.
- Inventory control and management ensuring prompt product replenishment and availability.
- Provided regular reports to the Store Manager and other Department Managers.
- Working the IT Sydney based office on a remote system
- Helped general management develop prices based on inventory costs and portion sizes

SALES EXECUTIVE- 02/2006 to 01/2007.

TRUenergy Ltd, Sydney NSW

- Promoted TRUenergy (now Energy Australia) gas and electricity services through direct (door-to-door)
- Identified customers understanding of their energy bills and their energy requirements
- Identified if customers were receiving potential energy discounts and applying these to accounts
- Prepared reports and documentation for senior management

EDUCATION

Bachelor of Commerce: **Bachelor Accounting** 2001

Gujarat University India.

Master in Information System Management: **Master in Information System** 2008

CQU University Australia.

CERTIFICATION

- AWS Essentials (Certificate): **Udemy Online Learning Portal**
- AWS AWSome Day (Certificate): **AWS Amazon compute cloud**
- Dell Boomi Associate Developer (Certificate): **Dell Boomi integrations tool**
- Dell Boomi Professional Developer (Certificate): **Dell Boomi integrations tool**