

Kamal Sarvaiya

Technical Support Engineer

- To be a part of innovative and challenging environment promoting team effort and opportunities for value based growth which will utilize my educational skills and will help me to grow as an individual who is able to take responsibilities as well as career advancement while making a significant contribution to employer organization.



Work History

2020-04 -
Current

Technical Support Engineer L2

Panamax Infotech Ltd, Bhavnagar, Gujarat

- Oversaw troubleshooting, technical issue resolution and consulting services to upgrade technology infrastructure.
- Extended analysis to assist technology team efforts to escalate and resolve issues.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- White Labels and Enterprise software platforms deployments.
- Provides software platform training to customers.
- Helpdesk tickets resolution of clients from back end and front end.
- Report generation and modification via SQL query.
- Issue identification and resolution using SQL server.
- Files and web services upload thorough FTP.
- Transaction, Logs analysis and testing task of crypto currency exchange software.

2018-09 -
2020-03

Technical Support Engineer

Joshi Biztech Solutions Pvt Ltd, Bhavnagar, Gujarat

- Oversaw troubleshooting, technical issue resolution and consulting services to upgrade technology infrastructure.
- Extended analysis to assist technology team efforts to escalate and resolve issues.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- White Labels and Enterprise software platforms deployments.
- Provides software platform training to customers.
- Helpdesk tickets resolution of clients from back end and front end.
- Attend calls from clients.
- Issue identification and resolution using SQL server.
- Files and web services upload thorough FTP.



Contact

Address

Bhavnagar, Gujarat,
364001

Phone

+91-9714833804

E-mail

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Skills

Communication Skills

Quick learning ability

Good Leadership skill

Decision making

Customer support

Troubleshooting

Training and mentoring

SQL server operations

Android Application
Development

Java Programming

Software Testing

C,C++ Programming

HTML/CSS



Education

2015-06 -
2020-05

Bachelor of Engineering: Information Technology

Government Engineering College - Modasa
CGPA: 6.85

2012-06 -
2015-05

Diploma: Information Technology

Sir Bhavsinhji Polytechnic Institute - Bhavnagar
CGPA: 7.53

2010-06 -
2011-05

10th(SSC)

Sanatan Dharma Multipurpose, High School - Bhavnagar
69.40 %