

# Jash Bharadia

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## Objective

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Desire to work on a challenging platform to enhance my knowledge and skills resulting in mutual growth. Friendly and efficient customer service team member devoted to maximizing customer satisfaction with exceptional service and support. Knowledgeable about industry standards with strong skills in retaining product and service information to provide effective issue resolution. Skilled in promoting sales to increase revenue while addressing diverse issues.

## Experience

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- Etech Global Services** 07/11/2022 - 01/01/2024  
Tier 1 Support Specialist for Phone.com
  - Responded to customer emails, calls, and live chat regarding technical malfunctions and issues to fix remotely.
  - Asked customers targeted questions during troubleshooting to identify effective solutions.
  - Responded to customer emails, calls, and live chat regarding technical malfunctions and issues to fix remotely.
  - Installed new hardware, such as IP Phones, to meet system specifications and user needs.
  - Communicated technical computer information to non-technical audiences through simplified presentations and demonstrations.
- Patterns LLC** 10/03/2024 -  
Customer Service Representative
  - Responded to customer calls and live chats regarding orders for car parts.
  - Assisted customers in selecting parts that fit their specific vehicles and meet their requirements and budget.
  - Provided clear instructions for warranty claims and complex procedures related to orders.
  - Probed customers effectively to understand their needs and queries when uncertain.

## Education

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- Swarnim Startup & Innovation University** 2023  
BCA - Data Science  
CGPA - 8.2

## Skills

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- Communication with international clients.
- Quality Assurance (QA) control
- Adaptability
- Remote Teamwork

## Interests

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- Movies/shows
- Reading novels

## Languages

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- English
- Hindi
- Gujarati