



Chintan Ashvinbhai Selarka

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Objective

Looking for a rewarding & challenging position in an organization where I can optimally utilize my skills, abilities & knowledge, leading to organizational as well as self-growth.

Personal Details

- Date of Birth : 10-11-1997
- Marital Status : Single
- Nationality : Indian
- Visa Status : Visit Visa valid until (09-08-2022)

Languages

- English
- Gujarati
- Hindi

Education

- | | |
|---|-----------|
| • Gujarat Technological University
Diploma Computer Engineering
7.26 CGPA | 2013-2016 |
| • Gujarat Technological University
Bachelor in Computer Science and Engineering
Pursuing-Last Semester | 2017-2022 |
| • Maniben Kotak High School
S.S.C
67% | 2013 |

Skills

- Technical issues analysis
- Jira Support
- Freshdesk Support
- Data Migration
- Server Migration
- Ticket Support
- Desktop Support
- MS 365 Support
- Technical Writing
- Documentation
- On call communication
- Remote Support
- Selling
- Troubleshooting

- Jira Confluence

Experience

- **Venus Software Operations (Mellowood Medical Inc.)** 09-09-2018 - 15-11-2021
Technical Support Engineer
 - Talented Technical Support Representative with gift for understanding needs of both business and home users. Working with multiple SAAS model Hospital IVF Software across different countries. Versed in troubleshooting and desktop support on Windows system. Proven skill in resolving problems quickly on first call. Managing projects, Interfaces and communicating with customers Internal team and 3rd party to deploy it.
 - Troubleshoots highly technical, complex issues with ease and patience. Delivers Tier 2 and 3 support knowledge. Agile Technical Support Representative skilled at offering clients easy-to-understand guidance and actionable advice.
 - Presents customer concerns to internal development staff for integration into future updates. Positively impacts all customer interactions and engineering efforts for supported products. Ambitious, career-focused jobseeker, anxious to obtain and to grow career while achieving company goals.
 - Managed high levels of call flow and responded to Software technical Support needs. Offering clients easy-to understand guidance and actionable advice.
 - Communication with foreign clients having remote session and solving their issues.
 - Deploying WebAPI, Interfaces and Testing, Server Migration. Provided replacement files to customers missing data, including media files, software components and other digital deliverables.
 - Added Roles on Windows Server Manager and deployed Integrated WebAPI websites on IIS 7.
 - Edited Windows Host files to get the sites work internally and monitored windows event viewer to troubleshoot the issues.
 - Worked on Jira to manages the projects and escalating the bugs and new requirements to the Developers or Change Request Team for the resolution.
 - Remote access on client system to provide crystal reports configuration mail-merge and troubleshooting.
- **Klevu India Pvt Ltd** 17-11-2021 - 30-04-2022
Technical Support Engineer
 - Providing technical support on various e-commerce platforms such as Shopify, Magento, Bigcommerce and other Custom-stores for Smart Search, Smart Category Merchandising Recommendations and other features using technology Mongo DB, Kibana, BrowserStack, Postman, Apache Solr, OS Ubuntu, CLI commands.
 - Indexing the feed sent by customers and ranking their products to show up accordingly on the quick search bar and search result landing page.
 - Sending Integration guides and working actively with frontend and backend team for the customization and enhancement to their stores.

Projects

- **Cool Cab Service**
Duration: 1year(15th June 2015 to 5th May 2016)
Platform: PHP(Front End) XAMPP(Back End)
Organization: WebTech Software Solutions

Self Declaration

- I hereby declare that the above particulars of facts and information stated are true, correct, and complete to the best of my belief and knowledge.