IT Support Specialist

DHARMESH KA.PATEL

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📍 Shreeji Sadan, Kahandas No Tekro, Motu Adadh, Chopata No Darwajo, Anand, Gujarat, India

Professional summary

B.Com. Graduate with PGDCA Qualification (Post Graduate Diploma in Computer Applications) with over 15 Years of Professional Work Experience in ERP Support, IT Department, Retail Operations, Office Administration, and Computer Operations. Also possess Basic Accounting Skills, Basic Sales & Marketing Skills and Customer Care & Product Counselling Skills.

Education

Bachelor of Commerce (B.Com)

2000 - 2003

Sardar Patel University

India, Anand

Post Graduate Diploma In Computer Application (PGDCA)

2003 - 2004

Sardar Patel University

India, Vidhyanagar

Bachelor of Music (Vocal)

2005 - 2010

Sardar Patel University

India, Vidhyanagar

Experience

ERP SUPPORT EXECUTIVE

May 2023 - Now

PARIKH AND MEHTA ASSOCIATES, VADODARA / India, Gandhinagar

At Parikh and Mehta Associates, Vadodara (India), I worked as an ERP Support Executive. I was responsible for providing technical support to the organization's ERP system, troubleshooting problems, and ensuring customer satisfaction. I had a successful tenure in this role, during which I achieved the following:

- ERP System Management
- User Support
- Inventory Management
- Procurement Support
- Documentation
- Developed process automation solutions
- Provided technical support for ERP modules
- Resolved any software-related issues quickly and efficiently.

By fulfilling these responsibilities, I play a vital role in ensuring the efficient and effective management of the Supply Chain management System at Gujarat State Civil Supplies Corporation Ltd, ultimately contributing to improved supply chain operations and enhanced service delivery.

IT Support Executive

January 2021 - August 2022

Prescott Infosys / India, Gandhinagar

- Manage "Guajrat State Civil Supply Corporation Ltd". Website,
- Thumb attendance device, and Technical systems.
- Handling Public Distribution System, make changes through NIC in current PDS system as per real time requirement and Report generation.
- Working in MSP related queries of farmer's enrollment
- Support to 236 GSCSCL Godowns for the PDS related quires.

Skills

Skill	Level
Microsoft Office Suite	◆◆◆◆◇
Troubleshooting	◆◆◆◆◇
Digital Marketing And SEO	◆◆◆◇◇
Software Installation	◆◆◆◆◆
Windows OS	◆◆◆◆◆
System Administration	◆◆◆◆◆
ERP and MIS	◆◆◆◆◆
Wi-Fi Access Point Management Software	◆◆◆◆◇
Data Management	◆◆◆◆◇
Technical Support	◆◆◆◆◆

IT Support Executive

November 2018 - December 2020

Ethos HR Management and Projects Pvt Ltd / India, Gandhinagar

- Manage "Guajrat State Civil Supply Corporation Ltd". Website,
- Thumb attendance device, and Technical systems.
- Handling Public Distribution System, make changes through NIC in current PDS system as per real time requirement and Report generation.
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Assistant IT Manager

July 2018 - September 2018

Westzone Plza Hotel Apartments / UAE, Dubai

- Guest Internet WIFI
- IDS 6.5 (Hotel PMS & ERP)
- Passport Scanning System (OpenTEC)
- Hotel Official E-mail (Bigrock)
- HOCAS (Room Door-lock Key Making Software)

COMPUTER LAB INCHARGE

March 2011 - June 2018

Aditi Education Pvt. Ltd. / India, Lunawada

- Responsible for the operation and maintenance of the computer lab.
- This includes ensuring that all computers are in working order and are connected to the internet, as well as ensuring that the lab is clean and organized.
- The lab in charge is also responsible for providing training and support to users of the lab.
- Taking care of all the PCs hardware and software.
- Making sure that the computers are working properly and that the students are using them correctly.
- Teaching Computer to standard 1 to 10 as per CBSC

Customer Service Representative

January 2009 - December 2011

ADITYA BIRLA MINACS / India, Vadodara

- Resolve customer complains via phone, email, mail or social media
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Assist with placement of orders, refunds, or exchanges.
- Opens customer account by recording accounts information in computer system.
- Suggesting information about the other products and services

IT and Office Assistant

December 2005 - December 2008

WELCOM HOTEL / India, Vadodara

Help Desk Support ◆◆◆◆◆

Networking ◆◆◆◆◆

Tally ERP ◆◆◆◇◇

Courses

SEO for Beginners [Live Session]
Great Learning

Introduction to Digital Marketing
Great Learning

AI in Digital Marketing
Great Learning

Applications of AI
Great Learning

Languages

◆ English   ◆ Hindi   ◆ Gujarati

Hobbies

◆ Photography

◆ Singing

Personal info

◆ Date of birth: 6 July 1982

◆ Place of birth: Anand

◆ Nationality: Indian

- Troubleshoot and resolve the IT issues and problems in the Hotel

- Maintaining CCTV systems, Access Control, Desktops, Printers, Servers, UPS etc.

- Provide IT assistance to Front Office, Sales & Marketing, FNB, HK, HR, Accounts etc Department

- Installation of PMS (Opera), POS (Micros), Accounting, HR Payroll and other Systems in the Hotel

- Provide Wi-Fi Internet Assistance to the Guests in the Hotel

REFERENCES

1. Mr. Anil Pandya – MD and Owner at Aditi Education Pvt Ltd. - Godhra (+91 9825318406)

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2. Mrs. Monika Pandya – CS at Gujarat State Civil Supplies Corparation Ltd. – Gandhinagar (+91 9727712873)

Other Details:

PASSPORT NO:

N2488940

Marital Status

Married

Declaration

I Hereby certified that the above all information is true and correct to the best of my knowledge and belief.

-Dharmesh Patel