



Jignesh Bhanushali

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JOB ROLE ○ Business Analyst

PROFESSIONAL SUMMARY ○ Dynamic Software Technical Support Executive Administrator with **1.7 years of progressive experience** supporting higher authorities in strategic planning, organization, and management of agendas in alignment with corporate objectives. **Strongly committed to service excellence, client satisfaction, and team collaboration.**

SKILLS ○

- Quality Control Guidelines
- CRM
- Operations Management
- Customer Support & Analysis.
- Technical Troubleshooting
- Strategic Planning
- Report Analysis

ACCOMPLISHMENTS ○

- Did manual analysis on various parameters to get the **customer satisfaction index to reach 92% in 6-8 months.**
- **Worked with Customer First Team** to measure various internal departments performances with respect to customers.
- Creating an awareness within the departments regarding their mindset and changed it significantly towards being Customer Oriented.
- Used Google Sheets for **various manual analysis on the products under the guidance of the CEO of the company.**
- Maintained Quality and Super fast services .
- Under the leadership of the **CEO took some big steps towards positive improvements for the firm.**

WORK HISTORY ○ **TECHNICAL SUPPORT EXECUTIVE** *10/2018 to CURRENT*
Eduonix E-Learning Solution Pvt Ltd. | Mumbai, Maharashtra

- Extended analysis to assist technology team efforts to escalate and resolve issues.
- Identified key technology defects to streamline problem resolution.
- Increased customer satisfaction ratings to 92%.
- Managed customer contact center with 2 support representatives.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Worked with senior management and the CEO to initiate new projects and assist in various processes.

EDUCATION ○ **Bachelor of Engineering** | Information Technology *05/2018*
Shah And Anchor Kutchhi Engineering College., Deonar Chembur

- Graduated overall with 6.06 GPA

ADDITIONAL INFORMATION ○

- Pursuing **Data Scientist Certification Program** from Intellipaat in collaboration with IBM.