URVISHKUMAR PATEL

(226) 975 - 7896 | urvish7896@gmail.com

RELEVANT COMPETENCIES

- Strategic thinker and decision-maker who excels in a dynamic, fast-paced environment; able to manage a high-volume of needs and demands under pressure, expertly prioritizing tasks and time
- Proficient in Installing, diagnosing, examining, replacing/repairing all electrical devices be it wiring, receptacles, switch boxes, etc.
- Knowledge of Advanced Power system, Power Flow Analysis, Geometric Dimensions & Tolerance, Flow Diagrams, single line diagrams, FMEA's, Control Plans
- Experience in reading and interpreting schematics and blueprints to determine layouts and assist with repairs
- Strong software skills, including Microsoft Office, Office 365, MATLAB, AutoCAD, and Allen Bradley PLC

PROFESSIONAL EXPERIENCE

SUTHERLAND GLOBAL SERVICES Windsor, ON

Tier 1 Technical Support Representative Apr 19 – Jun 20

- Provided through support and problem resolution to customers
- Provided inbound technical support calls at a 11% faster rate than team average
- Researched issues on various computer systems and databases to resolve complains, answer inquiries and outline solutions
- Recorded the calls as wells as chat activities into the information software system
- Informed customer about the issue resolution progress
- Worked with customers having Data connectivity issues
- Referred difficult issues to upper management for escalation while maintaining positive rapport with customers

MOTEL 6 Windsor, ON

Assistant Manager Sept 18 – May 19

- Planned, monitored and achieved shift objectives by delegating duties, positioning team members and keeping them motivated to provide excellent customer service in best hospitality environment
- Conducted the daily Manager-Walkthrough to provide feedback, corrective and preventive action reports on potential health and safety hazards to ensure safe environment for the guests
- Managed duties including inventory management, ordering, scheduling, training, conflict resolution, assisting front desk and housekeepers when needed
- Increased overall guest satisfaction score from 2.4 to 3.2. Solely responsible for all operational aspects of coordination with the inspection process carried out by the motel 6 head office

ADDITIONAL EXPERIENCE

NAKSHIKA ENTERPRISE Gujarat, India

Junior Electrical Engineer – Part Time July 16 - April 18

- Planned, designed and developed tools, engines and electrical equipment's resulting in 11% increase in efficiency
- Custom designed and sized rooftop Solar PV systems for residential and commercial consumers using AutoCAD to generate detailed computer drawings. Participated in research and marketing projects to promote renewable energy and drive business growth
- Met with clients to oversee the installation operation and maintenance of equipment for these household and commercial rooftop Solar PV systems
- Knowledge and experience of using hand and power tools like air gun, strippers, pliers, drill m/c, heat gun, label printer

EDUCATION

UNIVERSITY OF WINDSOR Windsor, ON
Master of Engineering – Electrical and Computer Engineering Sept 18 – Dec 19

GUJARAT TECHNOLOGICAL UNIVERSITY India
Bachelor of Engineering – Electrical Engineering Aug 14 – May 18

ACADEMIC PROJECTS

UNIVERSITY OF WINDSOR Windsor, ON
Automation of Bottle filling process using PLC Siemens S-7

- Design the timely control of different switches and relays used in the operation of Bottle filling process
- Implemented the Ladder diagram and SFC using the logic control such that conflicts of different operation at a time are being avoided

GUJARAT TECHNOLOGICAL UNIVERSITY Gujarat, India
IOT Based Smart Energy Meter

- Developed a Smart Energy meter that can calculate the instantaneous power consumption and power factor of each device connected to it
- Implemented a GSM module for remote monitoring of the energy meter and capable to remotely cut of the power supply in case of power theft

VOLUNTEER EXPERIENCE

- Event Head for National Level Symposium wherein the core duties involved managing, co-ordinating and raising funds for the Events
- Fundraising Head for the National Social Service wherein the core duties involved raising funds from various corporates for the Social Cause of the society at National Level
- Head Financing for all the inter-collegiate Events wherein the core duties involved budgeting each event to represent the college
- Departmental Head for the Inter Departmental Tech Fest wherein the core duties involved managing, co-ordinating, financing and representing the department for all the departmental competitions

REFERENCES UPON REQUEST