

# Deepkumar Gandhi

London, Ontario

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## SUMMARY

With 2+ years of experience in customer service, I bring proven expertise in troubleshooting, incident management, and process optimization. I am also skilled at reducing escalations and client wait times. I am driven to apply advanced technical problem-solving knowledge and proactive service insights in a dynamic technical support role, dedicated to maximizing operational efficiency and elevating user satisfaction in fast-paced environments.

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## WORK EXPERIENCE

**CAA, Canada**

**Technical Service Representative**

July 2024 – Present

- Optimized ticket escalation processes by developing a structured troubleshooting flowchart, reducing escalations by 25% and improving response times by 15%.
- Managed high-priority incidents by coordinating with cross-functional teams, restoring service within 30 minutes on average and minimizing client downtime.
- Reduced customer wait times by 20% through proactive system monitoring and early detection of recurring technical issues.
- Streamlined the complaint resolution process by identifying common issues and implementing a feedback loop, reducing complaint resolution time by 35% and improving customer trust.
- Enhanced customer experience by implementing a callback system for high-priority issues, reducing wait times by 50% and increasing customer appreciation for support.
- Implemented a ticket prioritization system, leading to a 30% improvement in response times for high-priority issues and ensuring critical concerns were addressed promptly.

**OMSGuru, India**

**Customer Service Representative**

Aug 2019 – Dec 2021

- Diagnosed and resolved complex hardware, software, and network issues for 100+ users per month, achieving a 98% customer satisfaction rating and exceeding SLA targets.
- Collaborated with product development teams to provide real-time end-user feedback, contributing to feature enhancements and a 15% drop in post-release issues.
- Trained team members in advanced troubleshooting techniques, improving first-call resolution rates by 20% within six months.
- Improved documentation for frequently encountered issues, enabling self-service options and reducing inbound support requests by 10%.
- Handled high volumes of customer inquiries regarding product returns, replacements, and general concerns across multiple communication channels (phone, email, chat).
- Maintained detailed records of customer interactions and return transactions to support auditing and quality assurance.
- Used CRM systems to log all interactions, maintain return documentation, and escalate complex issues.

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## EDUCATION

**Mohawk College, Canada**

**Post Graduate Diploma in Supply Chain Management**

Jan 2023 – Aug 2023

**Conestoga College, Canada**

**Post Graduate Diploma in Quality Assurance, Manufacturing & Management**

May 2022 – Dec 2022

**Venus International College, India**

**Bachelor's Degree in Mechanical Engineering**

Aug 2015 – Jun 2019

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## CERTIFICATIONS AND KEY SKILLS

**Tools:** SAP • AutoCad • Microsoft Office Suite

**Procedures and Process:** Problem-Solving & Troubleshooting • Customer Service Excellence • Technical Documentation • Incident Management • Escalation Matrix • Ticketing Systems • Technical Documentation

**Soft Skills:** Communication • Leadership • Conflict Resolution • Time Management • Adaptability • Collaboration • Resilience • Customer-Centric-thinking

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## VOLUNTEER OR LEADERSHIP EXPERIENCE

- Supervised as an area manager at the NGO *One Soul Army*, facilitating learning experiences for disabled students by coordinating information sharing, poetry readings, and story sessions, fostering their engagement and development within a supportive environment.
- Partnered with the event organizing team at the college tech fest, spearheading multiple logistical tasks to ensure seamless operations, ultimately delivering a successful and engaging experience for all attendees.