

# JANVI MONPARA

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## Summary

Customer Support Specialist and Technical Support Representative with over 4 years of experience delivering B2B and B2C support in SaaS and retail environments. Skilled in troubleshooting technical issues, managing CRM platforms (Salesforce, Zoho Desk, Zendesk), and coordinating order fulfillment. Proven ability to train new team members, develop internal FAQs, and improve customer satisfaction through clear communication and problem-solving. Comfortable managing a high number of customer inquiries each day, while staying focused on details and always putting the customer first.

## Skills

**Programming:** SQL, JAVA, C, C++, HTML

**Data Analysis and Statistics:** Pivot Tables, Charts Design, Google Sheets, Power BI

**Tools:** MS Office 365, Google Workspace, Zoho Desk, Zendesk, Salesforce, MS Azure, AWS, GitHub, Zephyr, SAP, Slack, Jira, DevOps

**Operating Systems:** Microsoft Windows, Apple iOS, Android, Linux

**Personal:** Multitasking, Organisational, Problem-Solving Attitude, Patience, Verbal and Written Communication, Quick Learner, Detail-Oriented, Adaptable & Team Player

## Education

**Bachelor of Engineering in Information and Technology** (*GTU University*)

## Certification

**DevOps Engineer** - Edureka Certification

**AWS Solutions Architect** - Edureka Certification

**Microsoft 365 Certified** - Fundamentals

## Professional Experience

**Customer Support Specialist (Level II)** (*MORA IMPEX LTD, Kitchener, ON*)

Sep 2023 - Present

- Handled customer questions and issues via email, chat and inbound calls, troubleshooted technical and diagnosed product-related issues, followed up on pending tickets.
- Educated and supported influencers through applications for affiliate and influencer programs, customers through loyalty program subscriptions and accounts, via live demos and calls.
- Trained and supported new team members by providing guidance on healthy supplement products, CRM usage, and customer service procedures.
- Collaborated with partnered retail stores and warehouse teams to communicate B2B pricing, stockouts, customer needs, and campaign offers.
- Maintained CRM records using the Salesforce ticketing system, including customer-

profiles, ticketing logs, shipping info, returns, and interaction history.

- Worked with Product and Engineering teams through Jira to troubleshoot and resolve complex issues, helping deliver timely solutions and a better experience for customers.
- Assisted in internal reporting on KPIs, open orders, customer issues, and service performance; provided feedback to improve website CRO and workflows based on real-time customer insights.
- Identified common customers' issues and translated them into FAQ content for internal use and faster issue resolution.

### **Customer Service Representative** (*Hasty Market, Kitchener, ON*)

Dec 2022 - Aug 2023

- Effectively communicated customers to explain payment and billing disputes.
- Scheduled reservations for UHAUL via in-person and in-call bookings along with billing process.
- Handled an average of 15 to 50 customer calls per day, providing timely and effective support to resolve inquiries and issues.
- Received inbound calls providing exceptional listening skills to determine the nature of their call, addressed their inquiries professionally, clearly, and precisely.
- Utilized Zoho Desk CRM software for customer service information data entry for accuracy.
- Coordinated with carriers and logistics teams to schedule pickups, deliveries, and resolve shipment related issues, ensuring timely and accurate order fulfillment.
- Created a customer satisfaction survey utilizing Microsoft Word to reduce potential problems drastically.

### **Software Test Engineer** (*GVM Technologies LLP, Gujarat, India*)

Mar 2019 - Oct 2022

- Participated in all stages of the Software Testing Life Cycle as a tester, ensuring thorough testing and quality assurance.
- Developed detailed test cases contributing to comprehensive coverage and effective testing.
- Proficiently used Jira for defect tracking and Confluence for documentation and knowledge sharing within the testing team.
- Conducted regression testing prior to each release to ensure the delivery of a stable product to clients.
- Conducted thorough compatibility testing across browsers (Chrome, Firefox, Safari) and operating systems (Windows, MacOS, Linux) using BrowserStack.
- Configured AWS for automation using EC2, and seamlessly integrated with S3 buckets for data storage.

### **Technical Support Representative** (*GVM Technologies LLP, Gujarat, India*)

Sep 2017 - Feb 2019

- Analyzed and resolved technical issues related to AWS Cloud and services, having great research skills and documenting the whole process of troubleshooting and resolving

issues.

- Strong understanding of multi-factor-authentication, AWS, Admin activities and ability to troubleshoot technical issues.
- Managed the AWS cloud environment, including provisioning, configuration, performance monitoring, policy governance and security.
- Collaborated with cross functional teams to escalate and address customer inquiries and technical issues.
- Contribute to case deflection initiatives, automation and other digital self-help assets to improve client experience.