



# Trushar Goti

System analyst

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## Languages

English

## About

With 3 years in retail-oriented roles, I thrive on maintaining high service standards and resolving complex issues. Skilled at adapting quickly to fast-paced environments, my expertise includes inventory control, customer support, complaint handling, and stockroom management.

### BRANDS WORKED WITH

- Mistura Technology
- StayinFront India Pvt. Ltd.

## Experience

### ● System analyst

StayinFront India Pvt. Ltd. | Sep 2021 - Dec 2023

- Successfully resolved all Level 3 issues and provided suitable workarounds within specific time frames, ensuring customer satisfaction and problem resolution.
- Resolve all Level 3 issues or provide a suitable workaround within a specific time period.
- Demonstrated the ability to escalate issues to the appropriate teams within defined time periods and followed up to ensure timely resolution, contributing to efficient and effective problem-solving processes.
- Maintained a high standard of service by ensuring that all tickets met targets for resolution, escalation, documentation, and completion, showcasing a commitment to quality and professionalism.
- Monitored and maintained production environments to ensure 24x7 uptime, contributing to a seamless customer experience and business continuity.
- Proactively followed up on customer issues, taking personal responsibility for unresolved issues and providing timely resolution to clients, thereby enhancing customer satisfaction and loyalty.

### ● Production Technician

Mistura Technology | Jan 2021 - Jul 2021

- Assembled an average of 100 PCBs per day and installed discreet devices in accordance with manufacturing instructions.
- Read worksheets, wiring diagrams and received verbal instructions to determine assembly duties and select components such as transistors, resistors, relays, capacitors, and integrated circuits.
- Troubleshoot and fixed any soldering or assembly issues, performed post-soldering circuit board assembly inspection, and completely tested and verified all manufactured units.
- Managed stock by carefully packing finished products, maintaining accurate inventory records, and ensuring timely delivery.
- Provided guidance and training to lower-level soldering operators, contributing to team development and knowledge sharing.
- Organized, labeled, and tracked products, updated stock databases, and searched for reliable buyers for manufactured units.

## Education & Training

2024

### ● University of Westminster

Master of Science,

2020

### ● Vishwakarma Government Engineering College

Bachelor of Engineering in Electronics and Communication,