



Phone:  
08 7200 5350

Mobile:  
0450 901 456

Web:  
[adepttechnology.com.au](http://adepttechnology.com.au)

Email:  
[admin@adepttech.com.au](mailto:admin@adepttech.com.au)

## + PROFILE

Experienced customer solutions specialist working for Victorian Health department with proven skills in building relationships, managing resources, achieving KPI's by making use of different software, including Salesforce, Genesys cloud and Dynamics 365.

## + KEY ENGAGEMENTS

### Adept Technology

Adept required a Web Developer to manage their website and to perform system administration duties. Sai was successful to fulfill their requirements having experience using WordPress in University project developing a website and administration work in his previous employment.

### Probe CX

Probe A leading customer experience organisation, operating across the Pacific, Asia and North America required a Customer Solutions Specialist for Victorian Health Department to provide services to the people in booking Vaccines. Sai was successful in achieving exceptional customer satisfaction rating of 95% and helped the organisation reduce their costs by 25% being flexible to different queues including Border Exemptions and Coles performing Level 1 hardware and Software support.

### DNA Recruitment Solutions Pty Ltd

DNA Recruitment Solutions are a specialist labour hire agency who are passionate about finding talented staff for businesses around Australia. Sai provided great customer service for almost 300 people per day guiding them to board correct train replacement buses, in turn benefited the company to gain good ratings from the Australian Railway transport Corporations.

## + TECHNICAL SKILLS/EXPERTISE

- Programming skills including C, Java, HTML, CSS and MySQL
- Microsoft 365 Administration
- Jira Service Administration
- Vendor management and procurement
- 1<sup>st</sup> level support: Setting up Accounts, troubleshooting hardware and software issues

## + SIGNIFICANT ACHIEVEMENTS

- Developed a website that helps in managing nutrition plan for all people switching from animal to plant based diet during my university studies. Awarded Distinction for university project design and User- friendly deployment
- Working as Customer Solutions Specialist, being first line of technical support to many people who are not technically literate. Often providing ambiguous problems they experienced. Sai displayed patience, and, with the help of targeted questions and explaining steps clearly, helped them to identify the problem. Then, Sai addressed it directly, or, if it was more difficult, he forwarded the customer to level 2 support. Sai received exceptional satisfaction ratings from customers. Although many calls started with frustrated users, his interaction was able to solve the problem with understanding.
- As member of the University project group, Sai acquired many different team-building skills. He had learned how critical it is to make every member of the team feel important, included, and motivated to be the best that they can be.
- Identified restructure in resources, as team lead, Sai rearranged tasks and duties between team members. Resulting in helping Probe cut down their costs by 25% in wage costs.
- Working continuously everyday in a month due to requirements from Victorian Health department due to rise of Covid cases in the year 2021 ensuring people getting their vaccines on time and drafting exemption letters to chief health officer during high volumes of application for interstate travel.

## + CAREER HISTORY

- **Adept Technology**  
Web Developer
- **Probe CX**  
Customer Solutions Specialist
- **DNA Recruitment Solutions Pty Ltd**  
Customer Service Representative

## + QUALIFICATIONS

- **Master's of Information and Communication Technology**  
Latrobe University
- **Bachelor's degree: Computer Science Engineering**  
Mahatma Gandhi Institute of Technology