



Mit Dahime

Data Enthusiast || Power BI, Excel, Data Insights, Data Analysis || Edtech || Teachmate
|| Payment Gateway Advisor

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- I graduated in 2014, and since then, I have accumulated over 8 years of invaluable experience in the Technical Support domain. Throughout my career, I have been dedicated to providing exceptional support and assistance to clients, resolving their technical issues with efficiency and professionalism.
- Driven by a desire to leverage my business acumen and contribute even more value to my clients, I have embarked on an exciting journey into the world of Data Science. I firmly believe that combining my technical expertise with data-driven insights can unlock tremendous opportunities for businesses.
- Currently, I am actively pursuing my education in Data Science, where I am acquiring cutting-edge knowledge and skills. My goal is to harness this expertise and utilize advanced analytics techniques to extract meaningful business insights for my clients.
- By combining my years of experience in the Technical Support domain with my newfound knowledge in Data Science, I aim to bridge the gap between technology and business. My ultimate objective is to empower my clients with actionable intelligence that drives strategic decision-making and fuels growth.
- I am genuinely excited about the possibilities that lie ahead, and I am eagerly looking forward to applying my business knowledge and data analysis skills to make a lasting impact in the industry.
- If you are interested in leveraging data-driven insights to unlock the true potential of your business, I would love to connect and explore collaboration opportunities.

EXPERIENCE

Teachmint Technologies Private Limited, Bangalore Urban

January 2022 - Present

Technical Support Associate

Teachmint, a pioneering education infrastructure provider, drives inspired learning outcomes through innovative classroom technology and end-to-end solutions for educators. In my role, I empower Key Account Managers with Payment Gateway insights, resulting in optimal utilization. I spearheaded Zendesk strategies at TeachPay, boosting productivity by 50% and advancing a product release by 2 months. Achieving a 96% resolution rate for customer complaints, I contributed to onboarding 2 Ops associates and fostering customer satisfaction. Collaborating with the Product team, I identify roadblocks and solutions, ensuring delighted customers through seamless online fee collection and successful client onboarding. My efforts streamline accounts and drive effective communication for enhanced service delivery.

Hexagon Innovations Private Limited, Ahmedabad Area

February 2020 - December 2021

BDE cum Implementation Engineer

At My Class Campus, we ignited a vision in three young engineers: to digitize education. Our dedicated team strives to transform schools and institutes with our comprehensive School Management software and advanced Mobile App. My role includes onboarding clients, the physical setup of ERP systems, educating on the SaaS platform, coordinating technical requirements, and conducting technical demos. I also foster client satisfaction, manage system demonstrations, and actively engage in training programs.

REEDOS SOFTWARE SOLUTIONS PRIVATE LIMITED, Ahmedabad Area

March 2019 - January 2020

Senior Business Development Manager

Reedos, a pioneering Mutual Fund Software Developer, excels in user-friendly solutions for the industry. My responsibilities encompass generating new leads, conducting product demos, addressing queries, delivering first-level support, providing comprehensive user training, nurturing client relationships, and utilizing feedback for continuous product and service enhancement.

Accord Fintech Private Limited, Ahmedabad

June 2014 - March 2019

Technical Support

- Responsible for handling all incoming calls and emails to providing excellent client service Providing the highest level of customer service to real clients on each and every call. Booking and confirming appointments for clients. Working in a flexible shift system. Working as part of a team to deliver exceptional service and manage client expectations

EDUCATION

Sardar Patel University, V.V. Nagar, Anand.

January 2008 - January 2014

Bachelor of Computer Application BCA, Computer/Information Technology Administration and Management

SKILLS

1. General Skills:

- . Good communication
- . Handling pressure situations
- . Good learning
- . Self-Driven and Self-

2. Soft Skills:

- . Zendesk
- . Zoho
- . Jeera
- . Slack
- . Excel
- . Power BI
- . SQL and Pandas

LANGUAGES

English (Professional working proficiency), **Gujarati** (Native or bilingual proficiency), **Hindi** (Native or bilingual proficiency), **Marwari** (Native or bilingual proficiency)

CERTIFICATIONS

Power BI Data Analytics for All Levels

Aug, 2023

Codebasics

Credential ID: CB-49-119617

[Show Credential](#)

How to Become an AI-Enabled Data Professional

July, 2023

Codebasics

Credential ID: CB-E-7-1569

[Show Credential](#)

Excel: Mother of Business Intelligence

Jan, 2023

codebasics

Credential ID: CB-51-119617

[Show Credential](#)

Big Data Hadoop Architect

April, 2017

Intellipaat

Credential ID: 31679-4028-40983

[Show Credential](#)