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**PROFESSIONAL SUMMARY**

* Diploma in Electronics and Telecommunication Engineering and 4+ years of total experience with extensive experience as a field engineer in hardware and networking systems.
* Technical lead for Security Systems, Annually Maintenance Contract of client’s equipments, quarterly testing and supports other requirements.
* Video’s new product initiative and its upgrade. Coordination between different team like sales and factory for new camera development or adding new function to it or in video surveillance software.
* Product fault analysis in different regions, industrial environment and system integrator and gap analysis.
* Presales activity with marketing and sales persons like customer meeting, BOM, compliance and finalization of project.
* Giving Online/Onsite Technical support to System integrators.
* Preparation of engineering documentation, as service reports, problems remarked proper mentioned.
* Installation and maintenance of CCTV (Closed Circuit for Television) surveillance. Giving class room Trainings to system integrators, End-users and internal marketing and sales team on CCTV (Closed Circuit Television) and compatibility with intrusion alarm system and access control system.
* Presales support to sales team like Preparing compliances and BOQ, Giving demo to Clients, customizing technical solution for sales team or end-users
* Technical Support to Sales & Proposal team to resolve technical queries and work in liaison with Order administrator to ensure technically clean order.
* Testing and commissioning of the systems as per client requirements and adherence to the quality
* Management systems procedure, its performance.
* Customer technical support and end user trainings v Maintain the technical documentation for
* systems installed as per ISO standard
* Solution architect for key projects like industrial projects of Modern & Broadcast System Private Limited and Sai Infosystem (india) Ltd. solution which include hazardous area (explosion proof cameras, IR cameras and special cameras) for specific industrial requirement like furnace and designed solution etc.
* Solution architect for key projects for vertical sales team like city surveillance, ordinance factory project, IT companies, airports and government building projects, transportation, ports, banking and malls. Well aware of industry direction and there requirement.
* Pre-sales meeting and demos to the client or to end customers.
* Wireless demo installations at site.
* Consultancy to consultant and projects head.
* Strong troubleshooting skills of network configurations
* Installation and troubleshooting of operating systems (Windows 2003, Windows7, Windows Vista, Windows XP and Windows NT).
* Extensive knowledge of Widows Desktop and Server Operating system.
* Strong expertise and Troubleshooting of email clients (MS Outlook)
* Troubleshooting of Local and Network Printers & Scanners
* Desktop and Laptop maintenance.
* Solving user queries remotely (through Remote Desktop).
* Troubleshooting of MS Office.
* Configure LAN (Local Area Network), VLAN (Virtual LAN), and Network.
* Knowledge of Switches, IP Router configuration.
* Proficiency in communications and translating business requirements into technical requirement, ability to work in high-pressure environment adhering to product quality standards without compromising on the deadlines.
* Have an ability to learn quickly and implement new leading edge technologies and keep up to date with world best practices in networking.
* Superior team player, proficiency in Team leading (Technical). Have an ability to mentor and guide more junior developers in regards to technical skills and industry standards.

**EXPERIENCE**

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| **Organization** | **Designation** | **Duration** |
| **Sai InfoSystems India Ltd.** | **Technical Support Engineer Pre Sales** | **Mar 2012- April 2013** |
| **Modern Communication & Broadcast System Pvt. Ltd.** | **Service and Maintenance Engineer** | **Sep 2008 – Feb 2012** |
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# PROFESSIONAL CAREER DETAILS

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| **Client** | Sai InfoSystems (India) Ltd. |
| **Location** | Ahmedabad, India |
| **Skill** | CCTV Cameras, VOVIP, Computers and Networking Systems.  turnstiles, gates, locks, IP-based entrance control systems, access control systems |
| **Scope** | Presently working with SIS as Technical Support Engineer - Pre Sales since March 19th, Company deals with the working of all Types of Analogue & IP - CCTV Cameras, IP -Telephones, Computer & all Networking System for Project & AMC (Annually Maintenance Contract). |
| **Roles & Responsibilities** | * Technical lead for Ahmedabad office in their Security Systems, Annually Maintenance Contract of client’s equipments, quarterly testing and supports other requirements * Presales activity with marketing and sales persons like customer meeting, BOQ compliance and finalization of project. * Technical Support Engineer for old and new all types Analogue or IP based CCTV Systems solution development and deployment. * Engineering solution for all types tenders with requirements as per Security systems evaluation and OEM (original equipment manufacturer) interactions with selection of all types systems product from 3 different manufacturers and evaluating on industrial parameters according to field requirement and type of customers. * Key role in collection and comparison of product compliance, catalogue and price from OEM, Technical specification details and documents preparation, best Tender solution for Systems Product design integration on the Layout. * Paper publication for new solution and controls. |

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| **Client** | Modern Communication & Broadcast System Pvt. Ltd |
| **Location** | Gandhinagar, Gujarat |
| **Skill** | Windows XP, MS Outlook, LAN, Network, CCTV. |
| **Scope** | Worked as a field engineer with system installation and maintenance team, I was undertaking a number of assignments associated with Modern Communication & Broadcast System implementations and provided Technical support to end Users. |
| **Roles & Responsibilities** | * Installation and troubleshooting of operating systems * Working with network team to configure LAN (Local Area Network) * Installation software and troubleshooting * Solving user queries * Troubleshooting of email client MS Outlook * CCTV Surveillance system and installation and maintenance at Raj Bhavan, Ahmedabad Central Jail, Sachivalaya, and Baroda Central Jail. |

**EDUCATIONAL**

* + **Diploma in Electronics and Telecommunication Engineering (ETC Engineering)** (September 1999- December 2006) with 58% , H.R.H. – The Prince of Wales Institute of Engineering & Technology
  + Xth Standard (May 1998) with 38% , Board of Secondary Education, Assam, Guwahati

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# Professional qualifications

* Diploma in Advanced Computer Applications (PGDCA)
* Hardware and Networking
* Effective Technical Writing
* Effective Email Writing
* Effective working in Teams
* Security and Surveillance