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| Objective |  | A customer focused and articulate individual who possesses a friendly and personable approach along with strong time management skills and the ability to listen carefully to client requirements. being able to quickly build outstanding customer relationships. | | |
| Skills & Abilities |  | * Outstanding analytical, problem-solving, and troubleshooting ability. Superior communication (oral and written), customer service and interpersonal skills. Both independent and team worker, as required.MS Office proficiency, Android and web Application and tracking-software familiarity. Poised and patient when dealing with clients. Ability to learn and enhance knowledge further in any area or field if given the opportunity. Able to work in fast paced environment and possess positive attitude with Confidence. | | |
| Experience |  | [Technical Support Engineer, Vxceed technologies] June 2013 to January 2014  Started my career in UAE as a Technical Support Engineer (24/7) in Dubai International Airport Terminal 3 (Airline project – Emirates Vehicle Tracking System **EVTS**). working along with Emirates chauffer team, IT Team & Avis. After Successful completion of my probation changed my role into Technical/Application lead in another Airline project (Emirates flight catering EKFC) & start initial support on Xlerate Tracking Solution. Done health check of all sensor devices, Tablets & done training for the End Users. [Application Support Lead/Manager, Vxceed technologies(XLERATE] January 2014 to March 2016  Xlerate is a subsidiary unit of Vxceed technologies, handling Tracking and fleet management Solution across the globe. Being the first point of contact and lead the client relationship/Application support for all level customers.   * Manage a team of Application Support Analysts that support the company globally. Monitor the Application Support incident/request queue to ensure they are addressed in accordance with defined Service Level Agreements. * Work closely with the Sales team on building and maintaining business processes to continually improve service to our internal customers. * Provide regular incident reports back to business owners with root cause analysis of priority incidents. * Application Training, Product demonstration and Pre-sale support done by all level customers. * Responsible for management to resolution of business application high priority incidents, problem management, and major incident communications with business owners. * Maintain “on-call” resources for Application Support/Sales and ensure coverage by ensuring schedule is up to date.  Technical support Assistant, Roomen technologies September 2012 to January 2013  Project Assistant in the Revenue Department Project for the Government Karnataka   * Establishing LAN and WAN connectivity. Configuring desktops and network devices. * Coordinating issues with respect to systems and network devices. * Installation of drivers for network devices and application software. * Training to the end users & client visit , | | |
| Education |  | **Bachelor of Engineering in Information Technology (First Class)**  Vinayaka Mission’s Kirupananda Variyar Engineering College,  Vinayaka Mission University, Salem, Tamil Nadu, **India (**2007-2011)   * **Certification in Java Technology** NIIT, Thiruvananthapuram, Kerala, India (2012) * **Certification in Business Skills (Distinction)**Indira Gandhi National Open University, New Delhi (December, 2010) * **Diploma in Computer Programming (A grade)** * **Kerala Computer Institute Federation, India** * **Certificate in Information Technology Plus (Distinction)**  Centre for Development of Imaging Technology(CDIT) (2005) | | |
| LANGUAGES KNOWN : ENGLISH , HINDI , MALAYALAM & TAMIL | | | |
| PERSONAL INFORMATION | : | Gender : Male  Nationality : Indian  Marital Status : Single  DOB : April 17, 1990  Blood Group : B+ ve | | |
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**First Name of Application CV No: 1669926**

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