|  |  |
| --- | --- |
| Biju EliasCustomer Support Engineer |   |

|  |  |
| --- | --- |
| **SUMMARY** |  |

10 years of Field Service Customer Support Engineering , providing installation support, training and repair process to customers within the nitrogen system industry,Data Backup, Hardware replacement,Network solutions

|  |  |
| --- | --- |
| **WORK EXPERIENCE** |  |

**1.Customer Support Engineer**

**Alpha Data LLC , Dubai , UAE**

**Sep 2011 – Sep 2016**

*  Manage a team of techs, in-house and remote contractors
*  Maintaining, Troubleshooting & Repair of Laptops and Desktops
*  Installations, of Software and Hardware
*  Configuring Routers, LAN Connection,
*  Antivirus Solutions.
*  Maintaining, Troubleshooting & Laptops and Desktop Peripherals - in house and remote customer place
*  Handling with Branded computers Like HP, Dell, and Lenovo.
*  Able to repair, install, upgrade, and maintain desktop and notebook computers as well as printers And scanners
*  Effective and efficient Material Management.
*  Ensuring ESD protection, Packaging, handling &, storage,
*  Communicate with Customers / Users  - in house,Remote,Onsite
*  Diagnose the issue of the customer /users .
*  Solve the issues of the customer /users

**2.Customer Support Engineer**

**Acer Computer [M.E.] Ltd., Jebel Ali, Dubai, UAE**

**Aug 2004 – Mar 2010**

*  Communicate with Customers / Users - in house,Remote,On site
*  Diagnose the issue of the customer / users .
*  Solve the issues of the customer / users
*  Maintaining, Troubleshooting & Repair of Laptops and Desktops
*  Installations, of Software and Hardware

**3.Office Manager**

**Esswin Electro Controls., New Delhi, India**

**Jan 2003 – Jun 2004**

*  Responsible for the office administration
*  Office administration and handling the daily routines (Staff & Workers)
*  Preparation of quotation, production order and follow up

**4.Data Entry Operator**

**Sunsui Power Controls., Punjab, India**

**Feb 2002 – Dec 2003**

*  Responsible for self correspondence
*  Prepare monthly overall performance report (Sales, Production)
*  Payroll management
*  Cross Checking of accounts reports and follow up the outstanding payments

**5.Technician**

**O/E/N India. Ltd., Cochin,Kerala, India**

**Jun 1995 – Jun 1996**

* Assembling of Auto relay

|  |  |
| --- | --- |
| EDUCATION |  |

**1.Pre Degree in Economics**

**Calicut University, Kerala, India**

**1990 – 1992**

**2.Degree BA Economice**

**Calicut University, Kerala, India**

**1995 – 1997**

**3.Computer Diploma (PGDCA)**

**IRS Computers , Kerala , India**

**1996 – 1997**

* Post Graduate Diploma in Computer Applications . I have knowledge about operation of different computer software for Example, MS- Word, Ms- Excel, Ms- Power Point, Ms- Dos,FoxPro, all the versions of windows, and Internet etc.

**4.Certificate course of Electronics [N.C.V.T]**

**St: Xavier’s industrial Training Center, Kerala, India.**

**1992 – 1994**

* Diploma in Elcetronics

|  |  |
| --- | --- |
| ADDITIONAL INFORMATION |  |

Personal Profile

Ø Dynamic and Result Oriented

Ø Excellent Interpersonal Skills

Ø Self-reliant and Confident

Ø Disciplined and Dedicated

# Personal Information

Date of birth : 24-05-1974

Religion : Christian

Marital Status : Married

##### Languages Known : English, Hindi, Malayalam

**Job Seeker First Name / CV No: 1826280**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

