**Andhray**

C/o-Tel: +971501685421

Email: andhray.340017@2freemail.com

A Field Engineer in the Gaming industry who is keen to develop his skills. Several years working experience, so well organized in prioritizing jobs on Tablet and carrying out work from the start to end maintaining good key performance levels.

**EMPLOYMENT**

**OCT 2011 TO DATE SG GAMING-FIELD ENGINEER**

Leading provider of Server Based Gaming Terminals to high street betting shops and other Leisure sites like Mecca Bingo, Quicksilver.

* Receiving calls from Tablet, then attending site performing a fix, within the Service Level Agreement. Any escalations made to Line Manager if on site for more than one hour. Other issues communicated with shop staff.
* Installation/break fix on gaming terminals, ticket redemption machines, (Dispenses Money at our leisure sites) and back office equipment, which include EPOS tills, scanners, printers, card readers, network devices and general cable faults.
* Using imaged software for back office equipment and terminals.
* Diagnostic testing of coin mechanisms, note readers, card readers, alarm sensors and sound levels on equipment.
* Portable appliance testing/preventative maintenance on all company equipment on site to minimize the volume of break fix calls and also for health and safety regulations.
* Use of multimeter for testing equipment/cabling.
* Managing the use of spares held in Van and completing all part movements on hand held Tablet.
* Taking part on a shift rota pattern.
* Completing all administration work online following the companies guidlines.

**APRIL 2005 –OCT 2011 SCC- FIELD ENGINEER**

Leading IT Services organization dealing with the Ladbrokes/Coral sites, Next Retail and TNT.

Ladbrokes established approximately 70 years ago, currently the largest bookmaker in the world.

Used to be part of the Hilton Group, and moved away to develop further.

Company has over 2000 shops in the UK alone. Coral, not as large, but very popular with punters.

My role as a Service Engineer to attend sites in mainly in East London/Essex.

* Break fix and Installed PCs/POS Terminals and Fixed Odd Betting Terminals, in a LAN/EPOS environment. All esculations or other issues cummunicated with Team Leader.
* Diagnosed faults with Scanners, barcode readers, cash drawers, chip and pin devices, routers, switches and cabling.
* Used imaged CDs/DVDs to perform software installations.
* Troubleshoot AV and RF problems, with LCD/Plasma TVs, VCRs, DVRs, Audio Amplifiers, Terrestrial Receivers, Sky Decoders, SIS racing decoders and speakers.
* Used appropriate tools, RJ45 crimping tool, IDC Tool, multi-meter and serial testers.
* User training given to staff on site and any other issues communicated.
* Flexible approach and provided occasional cover for weekends and weekdays to meet Service Level Agreements.
* Managed the use of spares in vehicle and completed all parts movements on PDA.

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**MARCH 2003-APRIL 2005 AVERY WEIGH-TRONIX -FIELD ENGINEER**

A worldwide leading supplier of weighing and food preparation equipment to the retail and transport industries.

* Attended sites in the retail industry, diagnosed and fixed electric slicer machines/vacuum packers and electronic scales.
* Preventative maintenance and portable appliance testing carried out on all company equipment.
* Analyzed electro-mechanical faults with slicer machines and electronic scales.
* Assured service level agreements were maintained with customers.
* Liaised with customers on site and provided feedback.
* Managed the use of spares/time effectively and completion of all paperwork.

**SEPT 1995-MARCH 2003 TOREX LTD-FIELD ENGINEER**

Leading supplier EPOS/IT systems to retail and doctors surgeries

Attended retail and NHS sites as a Break fix Engineer

* Installed and configured Windows 98/95/3.11/DOS.
* Worked with IBM, Fujitsu, and Compaq and Dell equipment.
* PCs built/Maintained PC hardware, ink-jet printers and peripherals.
* Break Fix on EPOS Hardware
* Completion of all paperwork.

**SEPT 1986-SEPT 1989 TELLEX MONITORS LTD-ACCOUNTS ASSISTANT**

Monitoring of TV/Radio programmes.

* Inputted data on VDU terminals.
* Handled sales and bought ledger queries.

**EDUCATION**

1990-1995: University of Westminster

 **BEng (hons.) Mechanical Engineering, HND in Mechanical Engineering**

1989-1990: Waltham Forest College

 Access Course to Computing

 GCSEs Maths, English, Geography (Grade C)

1980-1986: Gladesmore Community School

CSEs Maths, English, French, Geography, Integrated Science, Technical Drawing and Social Science

**ACCREDITATIONS**

15/08/2011: **DCS Network Storage Certification (D-Link)**

7/10/2002**: Microsoft Certified Professional (MCP)** -Windows 2000 Server (70-215)

13/4/2002: **Comptia Network +** Certified Professional

**OTHER QUALIFICATIONS**

11/10/2002: Effective communication training with Skill studio Limited.

29/03/1999: ICS Diploma in PC repair and maintenance.

5/11/1998: Paknet communication equipment trained by Vodafone.

**PERSONAL**

Date of birth: 19/4/69

Marital Status: Married

Nationality: British

Interests: DIY Jobs around the home, computing, travel, reading and music.

Driving Licence: Full, clean.

**REFEREES** 2 employer references available on request.

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