**BATHHUR**

UAE Visa until 2019

Email : [**BATHHUR**373475@2freemail.com](mailto:BATHHUR373475@2freemail.com)  Nationality : Indian



**Position Seeking For: Technical support / Procurement / Operations / Purchase and Product Management.**

**CAREER OBJECTIVE**

**ELECTRONICS & TELECOMMUNICATION ENGINEERING PROFESSIONAL**

To apply my extensive experience in the Electronics Industry to improve the efficiency and the effectiveness of the company’s productivity and services. To be able to share and show my expertise in Electronics Engineering particularly in the field of technical support, operations, procurement, products quality assurance and products quality control works towards customer’s satisfaction and requirements.

**Profile**

A dedicated, resourceful and innovative professional with over 16 years’ experience, seeking a managerial role to utilize career experience, skills, and education to contribute to employer objectives, profitability and success with a company offering potential for challenge and growth in a multinational environment.

**Professional Synopsis**

**January 2001 – Current :** Strong Technologies LLC, Dubai, UAE.

**Technical Support Manager**.

**January 2001 – December 2005** : Strong Technologies LLC, Dubai, UAE.

**Group Technical Expert.**

**May 1996 – December 2000** : Mohamed Al Hakbani Electrical Electronics Trading, Dubai, UAE.

**Service Engineer.**

**October 1996 – September 2000** : **Wonderland** (Family Amusement Park)- Neo-Geo Arcadia, Dubai , UAE.

**Incharge- Installation and Maintenance Engineer.**

**January 1995 – March 1996** : Data Care and Telecommunications, Tirunelveli, India.

**Sales/Service Engineer**.

**Core Qualifications**

* Maintenance Skills
* Strategic planning & Management
* Inventory Planning
* Relationship management
* Servicing and Training Skills
* Leadership qualities.
* Time management Sills
* Material Procurement
* Resource optimization and Organizational Skills
* Trouble shooting and monitoring Skills
* Analytical and Problem Solving Skills
* Product launching and Presentation Skills
* Excellent interpersonal and oral communication Skills.
* Accustomed to working in a fast-paced environment and managing multiple projects and priorities.

**Computer SKILLS:** High level of Expertise in **Ms. word, excel, PowerPoint & internet.**

**Languages / skills**

**Tamil :** Mother Tongue

**English** : Fluent

**Hindi** : Fluent

**Malayalam** : Fluent

**Professional Glimpse**



**Electronics Engineering Application : Total 22 Years and 7 Months**

**Experience in United Arab Emirates : 21 Years and 5 Months.**

**Technical Support Manager,**

**Strong Technologies LLC – Dubai. Jan-2001-Current.**

**Company Background:**

Strong is a leader in High Definition Digital Television Receiving equipment; including digital set top boxes, digital video recorders (DVR/PVR), DVD/Blu-Ray players and Satellite Receivers. Strong is running a MYTV DTH an African pay TV company, providing direct broadcast satellite service, including Satellite Television and Interactive Television Services, to commercial and residential customers in Sub Saharan Africa.

**Roles & Responsibilities:**

* Oversee and ensure efficient Service Operations throughout all department and Branches.
* Planning and management of resources, financial and non-financial.
* Meet the Financial objectives; which examine revenue margins, expenditures, receivables, work in progress, utilization and staff efficiency.
* Ensuring high Standard of quality in Service.
* Development and maintenance of internal systems and controls.
* Equipped the workshops with necessary tools and equipment’s to carry out jobs efficiently and improve branch workshop efficiency.
* Establishing systems and preparing spares stock requirement for new locations and existing location.
* Planning the material based on consumption and for branch requirement and issuing order to the supplier.
* Monitor Service Capacity in line with market conditions and propose to management any requirement for service network expansions, Support Staff addition, new facility development, staff retention plans etc.
* Handle the tasks of developing employee skill sets like relationship building, territory management and presentation skill.
* Maintain and increase the standard of customer service.
* Handle the tasks of developing and implementing dealer expansion and training programs to assist salespeople and vendors.
* Plan, organize, and facilitate smooth transition between project deployment and execution.
* Liaise with the Principals in an appropriate level to ensure proper communication, especially with regards to Technical Support, goodwill contributions and Customers issues as they arise.
* Forecasting the future levels of demand for products so as to purchase sample of other brands in order to compare and implement the latest technology which they used.
* Keeping an eye on products performance to have the current technology & implemented first in our local market.
* Sourcing samples like C/Ku band LNBF’s, Dishes, HD-DVB-S/S2, HD-DVB-T/T2, HD-DVB-C Set Top Boxes, Digital Satellite Meters, Multi switches, RF Amplifiers from the manufacturers and finding out what they have to offer.
* **Expertise to Develop, Execute, Test and Report on the performance of STRONG products so always come to market with the best foot forward.**
* Understand customer requirements and their businesses and infrastructures to support the customer in an optimal way, customer consultant for portfolio topics.

**Key Result Areas:**

***Functional***

* Developing plans based on consumer preference and drive sales volumes. Formulating, directing and coordinating activities and policies to promote products and services.
* Conducting competitor analysis by keeping abreast of market trends and competitor moves, to achieve market share metrics.
* Increasing sales by giving flawless support, training and guidance to the dealers through fast and efficient after sales tactics.
* Coordinating with sales department and customers for efficient and prompt service, which includes techno commercial activities.
* Providing technical support & holding discussions with the sales person to improve knowledge on systems. Co-ordination with principles on new product introduction and field evaluations.

***Team Management Training:***

* Training and developing for accomplishments of designated targets in compliance with SLA’s (Service Level Agreements)
* Effectively interfacing with people at all levels, managing a healthy work environment and inculcating bonded teamwork with high work ethics.

**Achievements:**

* Delivering and achieving ever-improving results and driving performance to affect significant improvement in company target related performance objectives.
* Ensuring Success is repeated and best practice spread.

**Group Technical Expert,**

**Strong Technologies LLC – Dubai. Jan-2001-Dec2005**.

**Key Deliverables:**

* Responsible for service level and customer support strategies and the quality management to guarantee the highest possible customer benefit.
* Select, manage, evaluate and promote employees in area of responsibility and measure performance-linked objectives.
* Responsible for quality, reliability and delivery of solutions/services.
* Support the sales staff at the preparation of service offers.
* Planning installations by evaluating location, locating access and laying-out equipment and wiring plan.
* Ensuring adequate supply levels by inventorying stock, placing and verifying orders.
* Competent in performing, troubleshoot and repairing activities to ensure that all faults are fixed in a timely manner and to minimize downtime.
* Requisitions of electronic parts and materials, ensuring adequate, supply is available.
* In-charge in the troubleshooting of electrical equipment’s with minimum supervision and interprets electronic schematic diagrams.
* Renders assistance in the installation of new additional electronics equipment and assist in conducting acceptance tests.
* Provided technical support via phone and email for software products, answer technical inquiries, diagnose reported problems or configuration issues, follow issue through to resolution or escalate if no resolution can be found.
* Assisted customers in debugging problems and coordinating board or part replacements.
* Clarified custom development work required to meet a customer's needs and work with the sales and engineering teams to evaluate feasibility and priority.
* Provided telephone and customer support, which included frequency of operation, range configuration to technical field personnel in all areas of troubleshooting while establishing and maintaining an excellent sales field reputation.
* Proficient in making quotes for SMATV/ CATV systems to both residential and commercial properties based on the size and type of equipment required for each project.
* Supporting the store manager in identifying opportunities for commercial advantage.
* Responsible for day to day monitoring and entry to Server Portal of all significant activities electronic parts used in repair process.
* Maintaining a safe work environment by following safe practices and adhering to safety policies
* Presenting technical seminars for customers, dealers and staff across the country.
* Coordinate service activities and acts as interface between all internal divisions.
* Responsible for identifying the requirements of Staff as well as determined the assignments of territory.
* Ensure regular, continuous and accurate Operational and Commercial performance is measured and where necessary improvement plans are executed
* Strive to achieve the targeted commercials revenues.
* Responsible for developing new business target through quality persuasive presentations like deal structuring and closing finance contracts

**Achievements:**

* Improved customer satisfaction levels led to more sales significantly increasing the revenue.
* Promoted to "Technical Support Manager" from "Group Technical Expert”.
* Strengthened company's business by leading implementation of new policies in after sales service especially with ideas to improve faultless customer experience.
* **Won a reward trip to the Australia in the year 2009 for best performance and had an opportunity to explain the new range of products being marketed by STRONG.**

**Mohamed Al- Hakbani Electrical & Electronics Trading, Dubai Service Engineer May’96 – Dec’2000**

**Wonderland (Family Amusement Park) - Neo-Geo Arcadia- Dubai Operations Engineer Oct’96 - Sep’2000.**

**Key Deliverables:**

* Responsible for sales/ service support for Light Fittings (Regular & Decorative), Lamps and Accessories, Switches, Fans (Regular & Decorative), Electrical accessories & Arcade Video games for Dubai region with the direct support of parent company from Italy, UK & Japan and Managing sales & service in Dubai.
* Responsible for installation of video games approximately 350 machines an implemented as per the range.
* Trouble shooting and maintenance of video games daily, weekly and monthly basis.
* Purchasing of spare parts from the local market for trouble shooting purpose to maintain the smooth daily operation.
* Buying materials and spare parts for video games from the overseas suppliers in order to maintain the Inventory control.
* In charge for customer service & support for the machines supplied in Dubai & other Emirates.
* Attending the customer’s remarks during the annual guarantee period.
* Improved patron satisfaction while diplomatically reduced ride wait frustration during high volume traffic.
* Improved guest relations through a concierge approach based on personal research and experience in park properties.
* To ensure that all rides assigned to me are safe in every manner and conform to the safety and operational protocols of the facility.
* Make sure that daily inspections are carried out in a thorough manner.
* To ensure that patrons are provided with safety instructions for each ride that they embark on and that all safety appliances are in check before a ride is operated.
* Educate guests about the policies and protocols that they need to follow during their stay at the Amusement park
* Regulate guests’ actions in case of adversity and coordinate efforts of the security personnel.
* Responsible for representing, installing and demonstrating new Arcade machines in International Entertainment trade exhibitions held in Dubai like DEAL (Dubai Entertainment Amusement & Leisure Show).
* Machines demonstration to the local & overseas customers to market various models of videos games Neo-geo, Konami, Atari, Midway & Jaleco.
* Coordinate service activities and acts as interface between all internal divisions.
* Preparing weekly and monthly service reports, breakdown analysis etc.
* To achieve mutually agreed sales/ revenue targets for the service & spares from own assigned territory.
* Conducting the training program for service engineers from the concessionaire outlets.

**Sales Engineer,**

**Data Care & Telecommunications-Tirunelveli Jan 1995 to Mar 1996.**

**Key Deliverables:**

* Marketing of Computer peripherals and allied products.
* Includes sales and service.
* Filed of technical supporter in computer.
* Outdoor marketing field gains a better difference approaching techniques with the customers.
* Responsible for preparing proposals, presentations and sales contract
* Identified sales prospect, makes preliminary contact with customers and introduced the company's product
* Handle the tasks of explaining various computer products, conduct demonstrations and explain the benefits of the product
* Attended and scheduled sales meetings with sales representatives of different branches
* Supporting marketing division for installation & demonstrations during special road show of product conducted by company for promoting sales & product awareness for customers.
* Attending to break down and preventive maintenance calls.

**Academia**



**B.E. (Electronics and Communication Engineering), 1990-94,** Madurai Kamaraj University, India.

**Professional Training: (at Strong Technologies LLC, Dubai).**

* Hyundai Digital Technology, Korea – Technical Training on Digital Set-top boxes.
* HubTech Co LTD. Korea – Technical Training on High-Definition Set-top Boxes including Digital Video Recorder.
* Axing AG, Hong Kong. – Training on Distribution of Satellite and Terrestrial Signals.
* Time Management.

**Professional Training: (at Mohamed Al Hakbani Electrical & Electronics Trading, Dubai).**

* SNK Corporation, Japan – Technical Training on Arcade, Home and handheld AES /MVS game consoles.



**Personal dossier**

Date of Birth : 6th February 1972.

Married Status : Married.

Language Proficiency : Tamil, English, Hindi.

Visa Status : Employment Visa.

Dependents : Four.

**Working locations Preferred : United Arab Emirates, Qatar, Oman.**

**Notice Period**  **:** Not necessary.

**Reference**  **:** Available upon request.

**Conclusion**

It is in great interest I am forwarding my Resume.

**Declaration**

**Hereby I declare that the above said messaged and information’s are true to my knowledge.**

