**CURRICULUM-VITAE**

**Mutabit**

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**Career Objective: -**Giving maximum benefit to the employer, providing full satisfaction to client and acquire a position that improve my technical and management skills. Where it can be utilized to achieve goals effectively and efficiently. Pursuing a challenging work environment and maintaining required co-ordinate among staff.

**Job Profile:**Provide preventative maintenance, emergency repairs and general service of the printers and copiers. Develop recommendations for machine replacements and assist in drafting bids for new purchases. Advise technology leadership on service issues and resolutions.

**Technical Qualification:-**

* Diploma in Electronics Engineering from UPBTE, Lucknow in 2011 with 76.9%.

**Experience:-**

* As a Customer Support Engineer in New Smart office Automation LLC Abu Dhabi From 5th August 2017 to Present.
* As a Associate Engineer in Canon India Pvt. Ltd. From 11th July 2016 to 28thJuly 2017.
* As a Customer Engineer in HCL Services Ltd., Lucknow From 2nd Feb 2012 to 5th July 2016.

**Job Responsibilities:-**

* Provide routine and emergency maintenance of copiers.
* Provide solutions to service issues and diagnose the problem accurately.
* Maintain detailed maintenance records of copiers. Stock, maintain and provide an accurate record of trunk stock and warehouse parts inventory.
* Assist in ordering parts, stocking, cost tracking and inventory control.
* Train end users in proper care and use of copiers, including phone support, in house training and explanation of service performed.
* Assist in maintaining customer’s budget for copier parts replacements, parts inventory and training.
* Generate new business for Company
* Take care for renewal of old AMC& CSMC
* Maintain CE Dairy
* Taking care for Customer Satisfaction.
* Work on SAP System for make Demand for new part.
* Timely reporting to concerned management or staff by daily productivity report.
* To install the newly received copier machine and ensure that it is connected to the computer system.
* I have working experience on Toshiba Photocopier Like E-studio 18 , 167 , 212 , 225 ,255,256 , 455, 456 and I also have experience on Canon machines like IR25\*\*,IR32\*\*, IRA40\*\*,IRA42\*\* , IRAC20\*\* , IRAC22\*\* , IRAC33\*\* ,IRAC50\*\* , IRAC52\*\* series.

**Awards &Achievements:-**

* **All India 1st rank for top customer delight achievement for the month of February and March 2016, May 2016 (By Associate Vice President of HCL Services Ltd.)**
* **Got the spot award by Canon India for extraordinary support by December 2016.**

**Technical Skills:-**

* Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds.
* Knowledge of electronics and ability to read circuit diagrams.
* Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
* Ability to use service, operation and parts manuals
* Quality skills in installing new machines
* Operating knowledge of and experience with Microsoft Word, Excel, PowerPoint, Outlook etc.

**Personal Details:-**

Date of Birth : 8 July 1990

Nationality : Indian

Marital Status : Single

**Declaration:-**

I hereby declare that all the above information furnished by me is authentic to the best of my knowledge.