**Curriculum Vitae**

**Shaikh**

**E-mail:** [**shaikh.382866@2freemail.com**](mailto:shaikh.382866@2freemail.com)

**Objective**

**To work in a professionally managed organization for a position that requires an analytical mindset, taking initiatives, creativity and the power to communicate effectively and proactively using my interpersonal skills and experience for growth of the company business which invariably provides value addition to my skills.**

**Technical Qualification**

1. **2yrs Diploma in electronics, RADIO & TV (1980-1982).**
2. **Certified as a Konica Minolta copier technician through corporate trainings**

**Academic Qualification**

**1. SSC 1st class passed out in 1977**

**2. HSC 1st class passed out in 1979**

**Summary of skills & experience**

***Total work experience of 27years***

* **Skilled in communicating effectively with excellent troubleshooting and problem solving skills**
* **Ability to work proficiently with less supervision with excellent time management, customer service skills and Strong Teamwork**
* **In-depth knowledge of digital copier equipment, repairing, and operating procedures**
* **Extensive knowledge of reassembling and testing equipment parts**
* **Proficient in Microsoft Office Suite**
* **Independent work skills, multi-tasking and ability to work under deadlines**
* **Ability to understand complexities with ease**
* **Ability to upgrade to technologies within minimal time.**
* **Excellent communication & interpersonal skills.**
* **Holding Valid Driving License of Saudi Arabia and India.**

**Organizational experience**

**1>Post: Service and Maintenance Engineer   
Organization: Jerisay Group (Riyadh House Est.) Riyadh KSA  
Duration: March 1984–Sept 2011   
Roles and Responsibilities:**

* **Residential Copier Technician on 11years annual renewal contract in SAMBA (Saudi American Bank) Financial Group, Country Procurement Division, Riyadh Regional Building**
* **Complete installation and maintenance of 182 copier machines supplied by Jeraisy Group was under my responsibility.**
* **Prior to my placements with Samba I ,alone was handling clients of Omulkhura University-Makkah,Saudi Telecoms-Makkah**
* **As far as my working experience with Analog as well as Digital copiers, I wish to brief as follows:**
* **Machine models like Konica Minolta, Kyocera, Ricoh**

**Handled copiers having following multi-functional features:-**

**-Printing**

**-Scanning**

**-Fax**

**-Document Feeder**

**-Duplex**

**-Sorter**

* **In field of support services both technical and non-technical areas,I give below couple of important highlights:**

**-Programming and reprogramming.**

**-Assembling and reassembling.**

**-Installation of all models.**

**-Recommending suitable models to the client.**

**-Supporting Sales personnel.**

**-complete servicing and maintenance of all digital copier machines.**

* **Maintained current technical knowledge and managed a territory of customers.**
* **Attended meetings and trainings.**
* **Ensured a high level of customer satisfaction.**
* **Open to work on permanent or contractual basis.**
* **Training of new employees for field service**

**2>Post: Copier Technician   
Organization: Al-Hamad office  
Duration: June 2012 - till date   
Roles and Responsibilities:**

* **To install the newly received copier machine and ensure that it is connected to the computer system**
* **Immediately responding to any complaint received from users**
* **Assigned the responsibilities of providing technical support to customers in repairing copier machines**
* **Handled the responsibilities of buying hardware components of the machine to meet the requirement of customers**
* **To check the stock of equipment and other parts like cartridges which are required for repairing**
* **Assigned the responsibilities of providing sales support by coordinating the marketing activities of the business unit**
* **Doing the necessary paper work related to the order.**
* **Perform the responsibilities of testing and running copier to ensure proper functionality of the machine**
* **Clients handled :**
  + **Coast Guard Jeddah**

**Personal details**

**Gender : Male**

**Date of birth : 07-10-1963**

**Languages known : English,Arabic, Hindi, Urdu.**

**Marital status : Married**

**Nationality : Indian**