|  |  |
| --- | --- |
| Prasad                                                            **PRASAD**  **E- Mail ID**: [Prasad-393033@2freemail.com](mailto:Prasad-393033@2freemail.com)       **Personal Data**  Date of Birth  : 15-05-1995  Sex                 : Male  Nationality     : Indian  Marital status :single  Language : English, Hindi, Tamil, . Arabic ( Basic), Malayalam  Driving licence NO :Progress ( Final test )  Hobbies : Reading, Traveling learning . New activities, Sports . Cooking  Visa Type : Visa Cancelled | **Objective:**  Focuses on keeping clients satisfied with the company's services through managing projects, fixing any reliability issues, tracking service metrics, managing budgets and helping lead the professionals responsible for getting services delivered to clients. Experienced IT – Service Delivery possesses excellent leadership skills and a highly analytical focus. Sound communication skills and good ability to multitask allow for skilled delivery of IT solutions. Has a different Brand certification along with 5 years of progressively responsible positions in IT roles.  **Education**  **BCA** with aggregate of 80 % marks in**Pereyra university Salem**  Doing**MBA - IT(distance**education) same university**.**  **MOBILE PHONE** with aggregate of **77%**marks in NCIT  **Electrical and ElectronicsENGNEERING** with **70** %marks in **Digital TECHNICAL**COLLAGE Pattambi  Higher Secondary Education (**12th**) with an aggregate of **66%** in **Kerala Open School**,Pattambi  **S**econdary   Education (**10th)** with an aggregate of  80% in PHSS  **Certificates/Training**   1. ITIL & PMB - Business Foundations 2. IT Service Desk Management & Customer Handling 3. Recruiting, hiring, and training employees 4. Body Language for Leaders 5. IOS and MAC Certified Engineer 6. Samsung & Alcatel Mobile Certified Engineer 7. Dell & ACER Certified Engineer |

## **Work Experience**

1. **Manager - (**Current**)**

**Responsibilities**

* Handling Mobile, Laptop, Data Recovery, Printer, Network /CCTV Server Team. Delivering service that meets SLA and delights the customer /(KPI: SLA achieved & high customer satisfaction)/
* Managing financial performance and productivity improvements /(KPI: Value for customer, enhanced margin and P&L performance v Plan)/
* Tacking care of Customer Call center and Customer Handling Team,
* Relationship management of all key clients in a challenging environment, including senior stakeholders and Management of regular contractual meetings. Collecting Feedback for end customers
* Process Owner following Standard process flow.
* Ensuring the performance of the staff is of a high standard
* Organizing holidays and training, Carrying out performance reviews
* Discussing and resolving problems
* Helping engineers to meet there SLA ,TAT , C-TAT ..etc .
* Contact and facing customer and resolve there issue explaining our procedure.
* **Taking care of all the Carry in & PUR case service delivery and escalations.**

1. **Customer Support Engineer - Redington Gulf** (2016/08/17 to 2018 /08/16)
2. **Team Lead – Customer Support Engineer ( Dell & Samsung )**

* Directing and overseeing day-to-day operations to include delivering to SLAs and end-to-end quality targets Directing and overseeing introduction of proactive management support programmers.
* Directing and overseeing team resources and capability to meet varying complexities of the server product range Providing guidance and assistance to employees according to established policy(ies) and management procedures in meeting objectives.
* Ability to work shift(s) and/or provide on-call support that include evenings and weekends
* Achieving target and TAT,SLA .. clearing engineers KPI . calculating and help to improve engineer’s productivity

1. **Customer Support Engineer IOS AND MAC**

* Diagnose the defective phones and identify root cause of the problem, meet with customers to determine the problem with the phone probable causes and type of repair needed, Job opening and closing In Apple Portal
* Troubleshoot problems in the phone's and Laptops, Pc programming to find error.
* Handling customers and resolving these issues – Managing KPI and TAT

1. **Customer support engineer Alcatel Mobile**

* Diagnose and Repair - Help Customers with Various Technology needs
* Responsible to open and close store on time.
* Met all the opening and closing duties.
* Doing L1, L2, L3 Repair

1. **Customer Support EngineerMobile AL ARD Group** (2015/04/06 to 2016/05/01)

**Responsibilities**

* Diagnose the defective phones and identify root cause of the problem. Meet with customers to determine the problem with the phone probable causes and type of repair needed
* Undertaking repairing work for laptops, diagnosing, and fixing hardware and software faults
* Repaired audio, visual systems in laptops and upgraded them to enhance its efficiency, Ensure the components such as Sim cards, data cards and memory cards suit the model
* Make certain the different software downloaded on the cell phones are compatible with it
* Repair the damages caused to the phone due to contact with water, heat and light Eliminate errors of persistent failure of locking, hanging or slowing of the mobile phones

**SOFTWARE AND HARDWEAR**

**SOFTWARE**

* Windows, Mac OS XP,Vista,Seven,8,8.1,Linux,
* Server 2012
* Android
* IOS
* Java

**HARDWEAR**

* Doing L1,L2,L3 level service
* RTL coding of complex logic. Micro-architecture
* Test bench simulation, chip-level logic debug.
* Timing closure.
* Lab testing.
* Design documentation.
* FPGA synthesis, place & route.
* Excellent record of successful design on schedule.

**CORE QUALIFICATIONS**

* Excellent Customer Service and Team management
* In-depth knowledge of phones and Laptop, Networking, CCTV, Data Recovery Printer, Server, FOP , Cabling ..etc.
* Certified in Most Brand and ESD
* Capable of working as Team lead, Involves IT team members in planning
* Available to work a variety of hours including nights and weekends
* Takes a collaborative approach to problem solving
* Has excellent communication skills
* Good leadership abilities
* Learning New technology’s

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date: (PRASAD)

…………………….…………………………….