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| --- | --- |
| DOB:13/05/1987 |  |

**PROFILE**

 Highly inspired and innovative engineering graduate, with 2 years of relevant experience in The United Kingdom. Proven track record in support sector and exceptional team player. Outstanding communication skills assisted with ample patience and adaptive to different environments and systems. Quick learner with good understanding in basics of telecommunication principles is seeking a challenging career in Engineering and Marketing field.

**ACADEMIC QUALIFICATIONS**

**MSc Radio and Mobile Communication Systems**  **2010 - 2012**

**University of Hertfordshire, United Kingdom**

* **M**ain Modules: Radio Mobile Communications, Wireless, Operations Management, Mobile and Ad-Hoc Networks, Data Communication Principles, Multimedia and Multicast Networking, Mixed VLSI Technologies,.

**Bachelor of Technology in Electrical and Electronics Engineering**  **2004 - 2008**

**Cochin University, India**

* **M**ain Modules: Computer Communications, Digital Communication, Digital Signal Processing, Transformer Technology, Power System, Control System.

PROFFESSIONAL EXPERIENCE

**Electrical Engineer**  **2009 -2010**:

Trinity Builders,

India.

* Assisted in the electrical design of multistoried buildings.
* Assisted in customer support, technical support and management roles.
* Supervised team performance as on-site Electrical Engineer.
* Supervised multiple sites.
* Performed field service jobs for customers.
* Wrote technical reports on the results of testing and inspection of various equipments like transformers, alternators and other high power electrical instruments.
* Provided engineering support for other departments.

**Sales Engineer 2012-2014**

Hatfield LTD

United Kingdom

* Plans, implements, and supports the network and computing infrastructure plan.
* Administering and Maintaining Network Connectivity, Internet access.
* Hardware Maintenance and configuration.
* Troubleshooting network problems and hardware problems.
* Installing, supporting and maintaining new server hardware and software infrastructure;
* Managing email, anti-spam and virus protection;
* Ensuring the most cost-effective and efficient use of servers;
* Ensuring that all it equipment complies with industry standards;
* Ensuring network security.
* Analysing and resolving faults, ranging from a major system crash to a forgotten password;
* Providing training and technical support for users with varying levels of IT knowledge and competence;
* Supervising other staff, such as help-desk technicians;
* Managing the team.
* Working closely with other departments/organisations and collaborating with other IT staff;
* Planning and implementing future IT developments and undertaking project work;
* Managing the website and keeping internal networks running;
* Monitoring the use of employee survey system.
* Sales representation of various products launched by Government of UK to save energy like Boiler, Solar panel, Cavity wall insulation and Loft insulation.
* Designing solar panel installation layouts for customers using MAT Lab and CAD
* Supervising Solar panel and Boiler installation.
* Composed report regarding energy performance of housed and building.
* Assisted in Energy Performance Certification Survey.
* Dealing with customer enquiries by telephone, email, letter or face to face Conducting Surveys and creating analytical reports
* Ensuring that a customer’s problem is brought to a satisfactory conclusion.
* Involved in developing a customer service policy
* Making sure that all Health and Safety procedures are adhered to.
* Completing all administrative tasks and updating records
* Maximising every sales enquiry.
* Conducting awareness campaigns about energy saving and the need of preserving energy.
* Training and monitoring junior or new staff.

**Credit Expert and Customer Care Executive 2014-2015**

Global Services,

India.

* Handled US based customer interactions.
* Answered calls professionally providing complete information about products, take/order cancels or obtain details about complaints.
* Ensured appropriate collection procedure maintaining the customer service focus.
* Followed up ensuring relevant actions were taken on clients complaints
* Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications.
* Identified and evaluated opportunities improving the process and customer experience.
* Analyzed customer needs and made arrangements adhering to company policies.
* Shared best practices and knowledge with colleagues and teams helping achieve the sales target.
* Highly skilled in creating and implementing targeted sales goals.
* Thorough understanding of current market trends and consumer buyer behavior.
* Helped customers with ways to improve their credit rating with all the three bureaus in US.
* Helped customers to protect their identity through Equifax and promoted products which could help them.
* As a part of Retention Team, retained customers who cannot afford the products or who doesn’t see value of the products, by effective sales and save approach.

*Expertise:*

* Manager, HP Site scope, HP NNM & Microsoft System Center Operations Manager.
* Managed DHCP and DNS servers and done virtualisation of servers using VMware.
* User Management and group management in Active Directory & DDS. Secure ID Management was also done.
* Daily checks & maintenance of VoIP, Messaging, Network & Server infrastructure.
* Good knowledge of TCP/IP suite. Worked with SIP, UDP and various other protocols standards for VoIP.
* Good working knowledge of MAT Lab and CAD.

**TECHNICAL ATTRIBUTES**

* Excellent understanding of 2G and 3G and basic understanding of 4G cellular systems through MSc.
* Experienced in Matlab and ns2 simulation as part of academics. Well acquainted with Wireless Technologies..
* Microsoft office 2007/10 suite
* Operating Systems: Windows 9x/NT/2000/XP/7, Windows Server 2003/08, Linux, Red Hat, CentOS, Debian, Fedora.
* Programming Languages: C++, Matlab, Basic understanding of Java coding used for ns2 simulation.

**PERSONAL ATTRIBUTES**

* **Communication:** Worked with clients across United Kingdom and often assigned as the single ‘Point of Contact’ for complaints and feedbacks on new implementations. Communication and interaction included face to face discussions with high priority clients.
* **Planning & Organizing:** Active roles in teams responsible for scheduling network revamp plans within tight deadlines without affecting normal office routines. Planning and organizational skills can be traced back to school days where organizing technical shows and cultural fests were routine. Managing Part time jobs along with full time study is to be considered as well.
* **Leadership:** Within 6 months in EcoJoules, was selected for giving trainings for trainees and also to team members of various technical teams. Planned and organized doing this for users belonging to various domains and in various offices spread across United Kingdom. .
* **Team working & Adaptability:** Studied and worked in different countries getting an exposure into a variety of cultures and views. Adapted well with the conditions which is different altogether. Had the advantage of working with people from almost all Middle East locations and also with a lot of Europeans. Academic projects and work experience helped grooming my abilities as a team member.
* **Quality and Target:** While working as Credit Expert in Equifax, was given recognition award for keeping Quality in work consistently. Also was consistent in achieving targets every month.

**INTERESTS**

Socializing with friends and family, Watching TV (news and documentaries), Reading non-fiction books, Playing Football, Singing.

**First Name of Application CV No :** **472140**

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