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| **Damodaran****Senior Service Executive****Focused on Repair & Maintenance of Electronics Equipments**Damodaran-43557@2freemail.com  |  |
| **PROFILE SYNOPSIS** |
| Dynamic and talented personality over 26 years of professional experience in the field of Electronics and Telecommunication with keen interest to work as Senior Service Executive. Possess capability of analyzing, generating reports, implementing and troubleshooting electronics applications and modifications. Self motivated and committed team player with demonstrated skills in dealing with challenging tasks in work environment and interacting with individuals and groups diplomatically. Possess comprehensive problem solving, communication and PC skills. |
| **EDUCATION** |
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| **Diploma in Electronics & Telecommunication** | **1989** |
| Karnataka Board of technical education, India |  |
| **EXPERIENCE** |

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| **Senior Executive Service** | **26 Years** |
| Eros Group, Dubai, United Arab Emirates |  |
| * Managing the repair jobs in various electronics devices and home appliances. At present, more focused on Flat panel displays.
* Supervising and coordinating the service centre activities including HA and electronics teams and assist the technical teams when they need guidance.
* Coordinating the activities of the collection and delivery teams.
* Conduct technical training on new and existing products periodically to update the knowledge of the technical team.
* Support the overseas dealers with technical information’s, guidance and materials.
* Manage the activities of overseas service frenchisies.
* Monitor and analyze the defect ratio of all products, both local and overseas market, and report the same to the management and principals.
* Study and evaluvate new products before being launched.
* Analyze the critical defects and find out a solution to it and report to the principals, if a solution is not achievable.
* Conducting various testing in every aspect, for type approval of various agencies and guide the concerned.
* Guide the spare parts division on initial order of spare parts.
* Generate and study reports based on the parts movement and guide the spare parts team to manage the moving and nonmoving parts.
* Conduct technical test and evaluate candidates for recruiting.
* Ensure the service centre in following various standards followed by the organization.
* Provide technical support to the customers when required.
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| **AREAS OF EXPERTISE** |
| **Service Technician*** Expertise in assessing clients’ requirements and providing service support to them.
* Develop and perform operational, maintenance, and testing procedures for electronic products, components, equipment, and systems.
* Direct, coordinate activities concerned with service operation and modification of electronic equipment, products and systems.
* Inspect electronic equipment, instruments, products, and systems to ensure conformance to specifications, safety standards, and applicable codes and regulations.
* Plan and develop applications and modifications for electronic properties used in products, and systems, to improve technical performance.
* Upgrade equipment capability and recommend further improvement without jeopardizing health and safety of the equipment user within minimum expenditures.
* Trouble shooting devices up to component level.
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|  **TRAINING** |
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| Undergone technical training on different products conducted by Samsung, TCL, Midea and Hitachi. |
| **IT SKILLS** |
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| MS Office, Internet & E-mail applications |
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| **PERSONAL DETAILS**  |
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| Nationality | : | Indian |
| Date of Birth | :  | 29th May 1967  |
| Marital Status | :  | Married |
| Visa Status | :  | UAE Resident Visa |
| Driving License | : | UAE Light Vehicle + Own Car |
| Languages | : | English, Hindi & Malayalam |
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| **REFERENCE** |
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| No notice period required |