**SATHVARA NILESH B.**

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***PROFILE SNAPSHOT***

**A competent experience in Office Automation Industry in;**

**Service Centre Operations, Techno Commercial Profile, Extreme Technical Support (MFP), Pre-sales Support (MFP)**

* Possess a sound understanding of ***technical/Pre-Sales support*** of office automation products like A3 size color/BW photocopier machines/Multifunction Printers and ability to handle a service Centre operation as well as the issues put forth by the customers and troubleshooting the same to avoid further escalation

***TRAINING ATTENDED***

* Attended **Konica Minolta Production Printer’s** Online Product Training (BW/Color) at Ahmedabad in August/September 2021 by **Konica Minolta Business (India) Pvt Ltd**
* Attended **Canon BW/Color 3rd Generations Machines** Training at Mumbai conducted by Canon India Pvt Ltd
* Attended **Canon image Runner Advance Color** (Level1) Training at New Delhi in June’2017 conducted by **Canon India Pvt Ltd**
* Attended **Canon image Runner Advance** (Level 2) Training at Mumbai in Aug’2015 conducted by **Canon India Pvt Ltd.**
* Attended **Canon image Runner Basics** (Level 1) Training at Mumbai in May’2015 conducted by **Canon India Pvt Ltd.**
* Attended **HP - IPG Channel Partner Road Show** **2008** in South Africa conducted by **Hewlett Packard South Africa**.

***PROFESSIONAL EXPERIENCE: --***

***July’2021 – Till Date: Konica Minolta Business India Pvt Ltd @ Ahmadabad as a Customer Support Engineer – Production Printer Direct Channel (Executive E2)***

* Trained on Konica Minolta’s BW and Color Production Printer Products Like Bizhub Pro 1100, Accurio Press 6120/6136, Accurio Press C2060 and Accurio Press C6100.
* Perform Site Inspection and Environmental condition prior to Installation.
* Installation did of C3080, C4080 and C6100 along with options like PF Unit, MB Tray, LU Unit, RU Unit, FS Unit so far.
* Performs maintenance and repairs on assigned products to include technical diagnostics, trouble shooting and customer call assist.
* Provide customer training on assigned products in accordance with current field procedures. Provide on-going end user training on equipment

***Jan’2015 – July’2021: Fotoflux Systems Pvt Ltd @ Ahmadabad as a Sr. Customer Support Engineer***

\*\*\* **FFSPL** is a Canon Authorized Service Partner and Canon Corporate Partner \*\*\*

**Sales Profile:**

* Working on Sales profile as well apart from technical support of Imaging-Printing products.
* Generating inquiry of Imaging-Printing Solutions, IT Solutions and Software based Services from corporate and government customers and forwarding to the concerned department to work on it.
* Meet customers, understand their requirements, send them our company profiles and make them aware of our company’s business product range and following up with customers until deal get closed.

**Technical Profile:**

* Mainly responsible for handling Canon Corporate Customers for the technical support like new product installation and maintaining their existing Canon products.
* Working as a Sr. Tech Support Engineer in FFSPL and managing a Team mainly for corporate accounts.
* Giving telephonic and online technical support to the engineers and also attending escalated calls when required.
* Also handling FFSPL’s corporate and government customers for the technical support like new product installation and maintaining their existing Canon products.
* I am also responsible for Techno commercial profile which includes renewing AMC contracts and generating inquiries for new machine selling with buyback offers.
* Trained on Canon Color photocopier machines, therefore providing extended support for the Color products ranging from 20cpm up to 50cpm of Canon & FFSPL’s all kind of customers.
* Providing Support of Output Management Software Like **Universal Login Manager (ULM) & UNIFLOW** with an optional **Access Card Control equipment** and Other Inbuilt Authentication process of 3rd Gen Machine like **Picture Login, User Authentication with Active Directory,** etc.
* Providing telephonic and online technical support to the customers when required.

Providing extended technical support of Canon A3 size B/W and Color Photocopiers ranging from 20cpm up to 50cpm.

* Providing extended technical support of Canon DR Series Scanners.
* Hands on experience on Canon iR2400, iR2500, iRA4000/4200, iRA4500 (3rd Gen),

iRAC2020/25, iRAC2220/25/30, iRAC3320/25/30, iRC3020, iRAC3520/30 (3rd Gen), iRAC5030/35/45/51, iRAC5535i (3rd Gen) Series of BW/Color Photocopier machines and image formula DR Series Scanners.

***March’12 – January’14: Canocity Limited @ Dar-es-Salaam-Tanzania (East Africa) as a Technical Manager***

**Key Result Areas:**

* Involved in maintaining AMC contracts; updating existing AMC contracts and following up for new AMC contracts once the warranty expires
* Enhanced revenue for technical department by getting AMC contracts and selling spares/consumables of Canon office automation products like Printers & Photocopiers
* Studied tenders and RFQs (technical aspects) of office automation products for AMC & preventive maintenance contracts
* Efficiently managed a team of 10+ Engineers including a Helpdesk support
* Prepared preventive maintenance schedules for existing AMC customers and ensured its completion with the help of Helpdesk staff and co-colleagues
* Extended technical support for the following Canon products:
* Canon Large Format Printers like iPF610-710-825, Canon Color Photocopiers like iRA-C2020i/2030i, Canon BW Photocopiers from 16cpm up to 55cpm, Canon SFP, MFP IJ/LJ printers and Canon Selphy printers and Scanners
* Understand the customer requirements either by visiting the customer personally or by studying RFQ & Tenders and then suggesting the sales team with the correct model of the product with its solution as needed
* Handled specifications part (technical aspect) in RFQ/Tender for office automation IT products and AMC contracts
* Responsible for an Installation & Commissioning of the product/solution or an execution of the AMC contract once we awarded any RFQ/Tender

***May’07 - Oct’10: RAPS Uganda Limited at Kampala-Uganda (East Africa) as a Technical In-Charge***

**Key Result Areas:**

* Efficiently managed technical department of 20+ Engineers
* Supervised call co-ordination of all in-house and on-site calls
* Monitored AMC contracts, maintained existing contracts and followed up for new contracts to achieve sales target
* Liaised with vendors for spares within the country as well as outside the country
* Formulated tenders and RFQs (Pre-Sales) for printing & imaging products and conducted preventive maintenance of ICT equipment for Government, Corporate & NGO clients
* Responsible for Epson & TrippLite IT products for their warranty support
* Looked after pre-sales of HP IPG products and IPG IT products
* Provided pre-sales and technical support for all types of:
* EPSON IT products like Printers, Scanners, Projectors and Large Format Printers
* HP IT products like Printers, Scanners, Desktops, Laptops and Design Jets
* Canon, Kyocera Mita, RICOH, Xerox IT products like Printers, Scanners and Photocopiers (A4-A3, B/W & Color)

**Pre-Sales Support:**

* Understand the customer requirements either by visiting the customer personally or by studying RFQ & Tenders and then suggesting the sales team with the correct model of the product with its solution as needed
* Handled specification’s part (technical aspect) in RFQ/Tender for office automation IT products and AMC contracts
* Responsible for an Installation & Commissioning of the product/solution or an execution of the AMC contract once we awarded any RFQ/Tender

***January’04 - April’07: Wipro InfoTech Ltd at Ahmadabad as a Helpdesk Management Engineer***

**Key Result Areas**

* Served as a part of the team working at ONGC- IRS Ahmadabad
* Involved in maintaining:
* 270+ Windows 2000 Prof., Windows XP and Windows 98 workstations
* Availability of Corporate Network
* Layer 3 Switch (Cisco catalyst 4506) and Layer 2 Switches like Cisco 2950 & Nortel Bay stack 360T
* And servicing of Network Printers, Desktop Printers, Plotters & Scanners
* Accountable for installation of Lotus Notes Clients
* Effectively managed Trend Micro Antivirus System and HP Open View Helpdesk System
* Rendered end-user support for the scientific software used by ONGC

**Highlight**

* Bagged a Momentum of ‘The Best Team’ in Q2 of 2004-05
* The team was awarded based on SLA reports [for successfully completing most of the calls as per given TAT], customer feedback reports, punctuality, team expertize)
* Was involved in checking and preparing the right team as per the contract/project, tools availability, transportation availability for out of city projects, getting enough funds for project tour, etc.)

***Aug’02 - Dec‘03: HCL Info Systems Ltd at Vadodara as a Customer Support Engineer***

**Key Result Areas**

* Efficiently handled printing & Imaging support team of 5 onsite engineers and 2 TRC engineers
* Was mainly responsible for handling:
* Banking customers (BOB, BOI, PNB, SBI, BOR) for the escalated issues with the Line printers, High speed DMP printers, passbook printers, DMP and Laser Jet printers
* Organization’s key customers like L & T, Alembic, ABB, Sun Pharma for Large Format Printers (plotters) and heavy duty B & W and color printers

***May’01 - Jul’02: B.C.S. InfoTech Pvt. Ltd at Ahmadabad as a Customer Support Engineer***

**Key Result Areas**

* Managed onsite warranty support for WIPRO DMP printers
* Efficiently handled all types and brand of Dot matrix, Ink Jet, Laser Jet, Pass Book printers issues arise at onsite as well as in company’s workshop premises
* Repair of 9 pin and 24 pin printer head of Dot Matrix Printer with the help of co-colleague

***May’00 - Apr’01: Micro Computer at Ahmadabad as a Hardware Engineer***

**Key Result Areas**

* Learnt troubleshooting of Desktops, Laptops, Dot Matrix Printers, Ink Jet Printers and Laser Jet Printers
* Handled Desktops/Laptops and printer calls at onsite and in workshop with the help of co-colleagues

***EDUCATIONAL QUALIFICATION***

* **Diploma in Electronics and Communication** (D.E.C.) from **Vallabh Vidya Nagar**, Anand, Gujarat in 2000

***PERSONAL DETAILS***

*Date of Birth:* 14th August, 1978

*Languages Known:* English, Gujarati and Hindi

*Address:* A-59, Anand Tenement, Opp: Smruti Mandir, Ghodasar, Ahmedabad - 380050, Gujarat