

ROMINKUMAR KAMLESHBHAI PATEL
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Synopsis

- Adaptability
- Professionalism
- Initiative

Objective

Looking for a challenging career in technical service field and grow consistently along with the organization.

Working Experience

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| Company Name | : Raj Barcode Systems Pvt Ltd. |
| Company Website | : www.rajbarcode.com |
| Designation | : Manager – Service |
| Joining Date | : 01-March-2020 |
| Job description | <ul style="list-style-type: none">• Delegating and directing service tasks, monitoring the progress of current projects, and managing service team members to ensure the team's objectives and sales goals are met.• Handling customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers.• Assisting with or performing administrative tasks, such as managing and updating invoices, processing new orders, and tracking inventory.• Setting up and maintaining a service desk and evaluating its efficiency.• Resolving service desk problems and improving service methods to increase the service desk's productivity and customer service.• Monitoring department issues and client complaints to create methods to lessen recurring issues.• Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met.• Maintaining strong relationships with manufacturers, dealers, and Sales Representatives.• Helping to train new employees in company procedures.• Maintaining a strong working knowledge of industry regulations, restrictions, and laws, ensuring the company's adherence to these regulations, and remaining current on the industry's standards and new innovations, materials, tools, and processes. |
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| Company Name | : Kevision Systems |
| Company Website | : www.kevision.in |
| Designation | : Assistant Manager - Service |
| Joining Date | : 11-August-2018 |
| Job description | <ul style="list-style-type: none">• Supervise and coordinate technical staff operations to ensure proper resolution of company/client problems. |

- Provide hands on training to technical staff to ensure a competent and effective workforce.
- Develop and implement policies and procedures for the performance of work operations.
- Ensure availability of work tools, machine, and other necessary equipment required for the performance of job duties.
- Conduct periodic inspections to ensure the efficient performance of work equipment and systems.
- Prepare cost estimates required for engineers.
- Maintain documentation and proper records of work operations and decisions taken.
- Coordinate and assign to technical personnel according to their capabilities to ensure an even distribution of workload.
- Monitor and review employee work performance to identify areas of inefficiency.
- Mentor and motivate technical staff to deliver timely and high-quality services to customers.
- Present reports of work operations to company management in order to provide information useful in taking key business decisions.

Company Name : Maharshi Udyog
 Company Website : www.maharshi.com
 Designation : Sr. Executive – Service
 Joining Date : 01- October - 2016
 Job description

- Manage all production system and recommend ways to optimize performance and provide solution to problems and prepare reports for all problems.
- Provide support to customer in all products and perform troubleshoot on all inquiries.
- Analyse customer issues and develop necessary actions and ensure optimal levels of customer satisfaction to provide appropriate.
- Manage requests from internal and external clients and resolve it through email, phone & visit.
- Provide design and specification development support to integrators and distributors.
- Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers and other persons in a position to understand service requirements. Provides product, service, or
- equipment technical and engineering information by answering questions and requests.
- Maintain expert level of product knowledge and application.
- Travel to project sites to perform start-up, integration, and training services.

Company Name : Dynalog India Ltd
 Company Website : www.dynalogindia.com
 Designation : Sr. Application Engineer
 Joining Date : 04-June-2014
 Job description

- Researched and communicated with prospective clientele – Gave product presentations to customers and company staff regularly.

- Learned client and system needs by working closely with the company sales team and engineers, collaborating promotions and customer support.
- Designed and implemented sales plans, identified sale possibilities and consistently met the sales goals as planned.
- Recommended various improved materials or machinery to customers and clients by showing how these changes and improvements would lower costs and improve performance.
- Searched for and identified potential customers for firm's products and services.
- Arranged equipment demonstrations and ran equipment checks and trials to ensure safety and effectiveness.
- Received company training to master product line specifications as quickly and as effectively as possible.
- Manage all production system and recommend ways to optimize performance and provide solution to problems and prepare reports for all problems.

Key Skills

- Active Listening & Responsiveness
- Project Management
- Service Orientation
- Planning and Organizing
- Business Acumen
- Coaching & Mentoring

Academic → Education & Qualification

Qualification	Stream	Institution	University / Board	% / CGPA
Bachelor in Engineering	Electronics & Communication	Smt. S.R. Patel Engineering Collage Dabhi	GTU	7.73
Diploma Engineering	Electronics & Communication	S.S.P.C. Visnagar	GTU	8.31
HSC	Science	Shree J. M. Chaudhary Sarvajanik High School Mehsana	GSEB	55%
SSC	---	Shree J. M. Chaudhary Sarvajanik High School Mehsana	GSEB	72.86%

Extra-Curricular Activities at Collage

Awards and Achievements

- I have got 1ST Prize in Poster Presentation
TITLE: Meglave Train
- I have got 1st Rank in Teacher's Day Competition (7th September 2013)
SUB: Power Electronics
- I have got 2nd Rank in Teacher's Day Competition (5th September 2012)

- SUB: Integrated Circuits & Applications
- Wise President in CAREER CLUB
- I have got 3rd Rank in Group Discussion

Participations

- Project Competition
- Poster Presentation
- Circuit & Debugging
- Robotics
- Drama
- Sports

Personal Sketch

Date of Birth : 16/11/1990
Gender : Male
Marital Status : Married
Languages known : English, Hindi, Gujarati
Nationality : Indian

I hereby declare that the above furnished information is authentic to the best of my knowledge and belief.

Date:

Yours Faithfully

Place:

Romin Patel