

# Dave Bhujun

**Product/Sales/Support Engineer, Technical Consultant, IT**

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Dave-Bhujun/f196e8af292a203a](https://www.indeed.com/r/Dave-Bhujun/f196e8af292a203a)

## WORK EXPERIENCE

### **IT Manager/Support Engineer**

SAFRAN MORPHO CARDS - Malvern, PA - 2011 to Present

#### IT MANAGER

Manage and provide technical IT support and maintenance for local office (15 employees).

- Served as the liaison with IT corporate headquarters in Germany: coordinated projects, standardized procedures, discussed international IT strategy.
- Managed migration from XP to Win7 for local office, upgraded systems to SAFRAN's domain
- Superior problem solving and troubleshooting skills (electrical/mechanical/software)
- Coordinated and managed IT and Security aspects of office move
- Managed, implemented and passed the security regulations as per SAFRAN's guidelines for local office

#### SIM SPECIALIST & TELCO SUPPORT ENGINEER

- Understand and articulate customer business and technical requirements and develop the corresponding solution design
- Develop, test, and debug customized software applications and profiles on SIM cards
- Manage and own all technical issues that may arise during the sales cycle.
- Work in the handover from Sales to Project Delivery and Product Development (R&D)
- Liaise with the global manufacturing to ensure accurate implementation and timely delivery of customer orders
- Provide regular visibility, both internally and externally, on project progress, risks, contingency plan and issue with proper alerts and escalations
- Assist and provide remote and onsite customer support
- Manage remotely a BAP (Before Actual Production) team in Noida, India
- Presented Pre-sales & tradeshow demos (Cellular Telecommunications Industry Association)

## EDUCATION

### **Bachelor of Science in Electrical Engineering**

VILLANOVA UNIVERSITY - Villanova, PA

2011

## SKILLS

Adept at overseeing all facets of project lifecycle, including initiation and planning; change, risk, and issue management

Strong technical & management experience, innovative and driven, excellent interpersonal and communication skills acquired with "hands-on" IT and networking expertise.

Excellent multitasker; able to efficiently plan and prioritize projects.

Outstanding customer support and management, sales and marketing experience. Able to successfully build strong working relationships with coworkers and clientele

Extensive international travel background, comfortable working with and in different cultures

Quadrilingual: French, Creoles, Hindi, English

#### ADDITIONAL INFORMATION

Smart Cards

Mobile Applications

3GPP

SIM Industry

Telecommunications

Mobile networks

Information Technology

Electrical Engineering

Chip card