

PRODUCT/ SERVICE MANAGER

Summary

Dynamic and accomplished Technician with extensive experience in Installation and Maintenance of Electronics Equipments, experience as a Computer Support Technician and Field Service Technician, and a thorough understanding of hardware, software, peripherals and networking, which is required to troubleshoot and resolve a variety of computer and networking issues. Skilled in troubleshooting and providing quick solutions, possess ability to work under pressure and have strong communication skills.

Highlights

- Excellent written and verbal communication skills
- Test equipment operation
- Diagnostic testing
- Superior troubleshooting skills
- Excellent written and verbal communication skills
- Branch circuit wiring
- Digital circuitry
- AC/DC power and control systems
- Inter-related circuit alignment
- Electronic test tools
- Proficient multi-tasker
- Drive duplication and imaging knowledge
- Video conference equipment
- Electronics expert
- Dependable independent worker
- Computer literate
- Troubleshooting at component level
- Strong work ethic
- Team player
- Schematics reading
- Flexible work schedule
- Good verbal/written communication skills
- Proficiency with mechanical and electric tools
- System checks and troubleshooting
- Computer diagnostics and repair
- Hardware support and troubleshooting
- Advanced knowledge of Windows, Microsoft office
- Microsoft Excel, Project and Visio
- Adobe Illustrator
- Assembly drawing
- Energy management systems
- Strong presentation skills
- Team player
- Windows 8
- ServiceDesk
- Satellite dish installations
- Customer service-oriented
- Network protocols
- Load testing systems
- Telecommunications field installations
- Telecommunications field service
- Network traces
- Software installation and configuration

Accomplishments

Recognized by the INFOSEC UPS System FRANCE for contributions to UPS installation and repair.

Experience

Product/ Service Manager

September 2004 to Current Star Computers 1/4 City , STATE

- Responsible for a FRENCH Product INFOSEC UPS system support and service in Pakistan.
- Manage service center, sales, transition and delivery of company's products and services.
- Conduct market research and analysis to create marketing initiatives for promoting company's products.
- Obtain contact information of potential customers through cold calling, internet research and emailing.
- Initiate and build relationships with customers through phone, marketing mailer campaigns, in-person contacts, and presentations.
- Coordinate appointments, meetings and calls between customers and senior management for business expansions and new opportunities.
- Manage customer meetings with internal teams for project development and delivery activities.
- Maintain a database of potential customer's contact numbers and emails.
- Assist senior management in deal negotiations, contract development, due diligence and other business development projects.
- Assist in achieving targeted revenues from current and new customers Engineering Conduct, supervise the installation, commissioning, and operation of electrical and electronic equipments and systems.
- Installation of office, home entertainment Equipments and Security System.
- Installation and repair of UPS, Surge protectors, oscillator type Power supplies.
- Installation and maintenance of cameras, monitors fire and smoke alarm systems, including low voltage cabling.
- Troubleshooting on electromechanical parts, precision alignment and tuning Set up and operate specialized and standard test equipment of electronic components, assemblies and systems.
- Calibrate equipment according to technical manuals and written instructions.
- Provide technical support and services in the design, development, testing, production and operation of electrical and electronic equipments and systems.
- Supervise and testing of prototypes according to general instructions and established standards.
- Assist in the inspection, testing adjusting and evaluation of electrical and electronic components and assemblies to ensure conformance with product specifications and tolerances.
- Repair & Maintenance of Electronic Equipment up-to component level.

- Repaired and refurbished electrical and mechanical systems.
- Installed electrical and electronic parts and hardware in housings or assemblies, using soldering equipment and hand tools.
- Adjust, calibrates, align, solder, de-solder, and modifies circuitry and components Locate defects, such as loose connections, broken wires, and burned-out components, using schematic diagrams, test equipment, and inspection tags Replaced defective components, such as conductors, resistors, semiconductors, and integrated circuits, using soldering iron, wire cutters, and hand tools Information Technology Software configuration, network troubleshooting, testing and repair of various hardware applications.
- Setup DSL, Broadband, Wireless Routers, Printers, PDAs Built personal computer work stations, Installed software for notebook, printers, scanners and up gradation of the system Maintaining PC hardware and software, telephones, wireless systems, modems, routers, network security and back up techniques.
- Conduct Structural Cabling and its faultfinding.
- Installation of Security Systems such as IP cameras, DVR and biometrics system, Fire and Burglar system, Closed Circuit Television (CCTV) Networking Configure, network routers and printers through secure WEPx, WPAX, and SSID.
- Install workgroups and provide remote desktop assistance; Load Software for Windows 10,8, 7, Vista, and XP; Microsoft Office 2013/2010 Format, partition EIDE, SATA, SCSI, and SSD and perform data recovery and imaging experience.
- Telecommunication Installation, maintenance of Intercom, multiline key systems, PBX's, Telephone lines and related apparatus, using schematic diagrams, testing devices, and hand tools.
- Assembled telephone equipment, mounted brackets, and connected wire led, using hand tools and following installation diagrams and work order Logging field complaints and rectifying them
- Repair and installation of High Range Cordless phones, Satellite Dish and TV antennas.
- Installation of Satellite Dish and TV antennas.
- Experience installing, testing, upgrading, and maintaining electrical systems, including security and communications, in both residential and manufacturing environments.

Self Employed

April 1998 to August 2004 Salman Electronics i¼ City , STATE

Maintained generators and UPS batteries for reserve power in the event of power failures. Installed IP, network equipment and facilities. Installed, maintained and supported CTI applications. Interpreted circuit diagrams. Verified work order information and receipt of all necessary equipment. Created network diagrams for new and existing networks. Anticipated and analyzed common connectivity workflow problems. Led network development, software implementation and server maintenance. Provided support for end users. Ordered equipment and services for voice, data and cabling. Responded to PBX, voicemail and network-generated malfunction alarms. Identified areas of operation that need upgraded software, voicemail, and telephone equipment. Documented all aspects of client networks in preparation for implementing communication systems and associated applications. Initiated cost reduction initiatives.

Production Manager/ Engineer

October 1984 to March 1998 Mirzaco Corporation i¼ City , STATE

Installed, maintained and supported CTI applications. Interpreted circuit diagrams. Verified work order information and receipt of all necessary equipment. Participated in team, cross-divisional and technical forums. Performed cost justifications. Provided support for end users. Ordered equipment and services for voice, data and cabling. Found interim solutions to minimize the impact of issues on the business. Coordinated trunk testing with phone vendors to troubleshoot possible problems. Responded to PBX, voicemail and network-generated malfunction alarms. Identified areas of operation that need upgraded software, voicemail, and telephone equipment. Continuously applied quality-improvement methodologies to improve work processes. Initiated cost reduction initiatives.

Education

Diploma : Electrical Engineering Technology Electrical Technology , 1984 Plateau State Polytechnic i¼ City , State , Nigeria

Electrical Engineering Technology Nigeria. Credential Evaluation Report by World Education Services Ontario Canada Summaries as Diploma (two years Electrical Technology

Skills

approach, basic, Broadband, business development, cable, Cabling, calibration, calipers, cold calling, hardware, database, delivery, digital electronics, DSL, due diligence, electrical systems, Electronics, Engineer, senior management, FRENCH, drawing, hand tools, imaging, Information Technology, inspection, IP, Logging, market research and analysis, marketing, mechanical, meetings, Excel, Microsoft Office, office, Outlook, PowerPoint, Windows, Microsoft Word, modems, monitors, negotiations, network security, network troubleshooting, network, Networking, internet research, operating systems, PBX, PC hardware, telephone equipment, cameras, Power supplies, presentations, Printers, Production Manager, project development, reading, Routers, sales, scanners, schematic diagrams, schematics, scientific, SCSI, solder, soldering, sound, technical support, technical manuals, Telecommunication, Telephone, telephones, phones, phone, TV, Television, test equipment, Troubleshooting, type, upgrading, Vista, wiring, written