



Sumesh Edathodi

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SERVICE DELIVERY | MANAGED PRINT SOLUTIONS | SERVICE MANAGEMENT | KEY ACCOUNT MANAGEMENT | TEAM MANAGEMENT | MFP SUPPORT

Professional Synopsis: Solution oriented professional with excellent skills of collaborating with project teams, interfacing with clients, and deploying technology to build successful solutions for clients.

A technically astute Printer Support Management Professional with 18+ years experience in designing and establishing components for complex, major projects to agreed project plans by defining technology standards to meet project requirements through consulting, system integration, support engineering and system engineering.

KEY SKILLS

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|---------------------------|--------------------------|
| ➤ Key Account Management | ➤ Managed Print Services |
| ➤ Team Management | ➤ Project Management |
| ➤ Operations Management | ➤ Training & Mentoring |
| ➤ Service delivery | ➤ L1, L2 & L3 Supports |
| ➤ Service Desk Management | |

PROFESSIONAL SNAPSHOT

- Gained extensive experience in Print Solutions, MPS Project Implementation, Equitrac Office and Express Installation, Testing & implementation, Printer Call Center Management & Coordination and Service & Incident Management
- Expertise in formulating integrated strategies while managing & leading teams for running a successful MPS operations and streamline operations by utilizing and implementing processes that exceeds clients' needs
- Ability to communicate solution strategy and product offerings to key decision technical team of the customer for providing strategic inputs and IT vision for implementing new technologies
- Capable of developing & achieving technical support objectives, goals to support the organizational vision, proficient in undertaking the planning, implementation and documentation of technical projects with minimum supervision, controlling work allocation to staff where appropriate
- Well versed with latest configurations & components; possesses expertise in product demonstration, on-site client training, installation & troubleshooting of SFPs to High speed MFPs.
- Demonstrated capabilities in mapping client's needs and conducting gap analysis to devise a cost effective end-to-end solution to maximize the value perception of the customer.

CAREER REVIEW

Since August 2010 onwards: Graphic International LLC, Dubai

March 2020 to till now as Asst Manager– Technical Support

Feb 2015 to Feb 2020 as Team Lead – Technical Support

Sep 2012 – Jan 2015 as Senior Customer Support Engineer Technical Support

Aug 2010 – Aug 2012 as Customer Support Engineer

May 2005 –July 2010 : HCL Infosystems Ltd, Chennai & Kerala

April 2008 –July 2010 as Customer Support Engineer

April 2006 – March 2008 as Associate Customer Support Engineer

May 2005 – March 2006 as On Job Trainee

TECHNICAL SKILLSET / PERFORMANCE HIGHLIGHTS

- Ricoh Certified Office Printing Expert
- Nuance Certified Equitrac Technical Associate.
- Nuance Certified Equitrac Technical Associate For Ricoh For EMEA.
- Equitrac Professional 5 version 5.5–Installation Technical Certification.
- Equitrac Professional 5 version 5.2 Technical Certification.
- Equitrac Office and Express 5 Technical Certification
- Equitrac Office And Express 4.2.5-Embedded-Ricoh PCC 4.2.0 Technical Certification.
- MS Office (Word, Excel, PowerPoint), SCSM,SCCM,Maximo (Ver. 9), SCCD,Service Now,Network Configuration Of MFPs And SFPs in Domain As Well As Work Group Environments.

DOMAIN SKILLS

- Actively participating in Designing and implementing strategies of Print solutions for meeting organizational requirements and growing business needs by implementing need based suitable technologies aligned with the business
- Identifying process improvement measures, optimizations and automations with overall accountability of people management, ensuring resource growth plans and mentoring in various technical and functional areas
- Carrying out stringent quality measures, including maintenance of Machines as per norms and conducting audits to ensure compliance to quality standards
- Accountable for technical competence building, resource management evaluations as well as actively set up team's appraisal and goals and working on funding approval for procurement
- Monitoring MPS Project management process and catalyzing realignments to make the system more effective and organizing various training sessions for the team to enhance their performance
- Driving initiative for creating architectural standards and application of best practices
- with respect to resource management, interfacing, coordinating and efficiently utilizing technical staff
- Performing routine system management tasks, firmware upgrades as well as tests and preparing business requirement documents, managing, analyzing & converting business requirements into functional specifications
- Overseeing activities, including project planning, effort & spares and consumable forecasting, work order, tracking deliverables, task tracking, scheduling, allocation, resource management and payment follow ups.
- Defining printer software & hardware and network requirements, building credibility, establishing rapport, and maintaining communication with project and IT-Procurement process team for the pre-tendering work at multiple levels, including those internal to the organization
- Accountable for group HSSE compliance for the management of used consumables and spares, network share folder authentication for scan to folder administration & management, print server management ,DMNX fleet management server management and printer installations & organizing support with the customer

- Analyzing Technical Training requirements within the team and giving independent and objective advice on the use of technical resources with the accountability of developing agreed solutions and implementing new systems
 - Organizing training for team members and work controller, providing product demonstrations & conducting seminars on various Models of machines for awareness, preventive maintenances
 - Evaluating and recommending the effectiveness of solutions to meet the requirements also involved in the installation, and development of specific items of software according to customer's business plans and to agreed standards/service level requirements
 - Day-to-day communications with the DGM, Technical Support professionals and work controller ensuring to meet the commitments to clients, prospects, partners by taking ownership of technical support calls till completion
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EDUCATION CREDENTIALS

2005	Diploma in Electrical Engineering, Kerala, India
2002	HSE, Kerala, India.
2000	S.S.L.C, Kerala, India.

PERSONAL DETAILS

Date of Birth: 13th Jan 1985 | **Nationality:** Indian
Visa Status: Employment | **Passport Details:** S6674792
Linguistic Abilities: English, Hindi, Tamil and Malayalam
Address: 403, Sulaiman Bin Sandal Building, Al Nabba, Sharjah, UAE .