

### **Career objective**

Seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization with an experience of 10+ years as a Engineer, Sr. Engineer, Team leader, Assistance Manager, Manager-Field & Technical Operation.

### **Key Skills**

- Allocating daily jobs and workloads.
- Training new team members.
- Inspired each and every team member to perform and produce their best.
- Analyzed the individual performance of each team member and motivated them to perform even better.
- Performed a wide array of operations including surveillance, combat and personal security details.
- Provided exceptional customer services with greeting and acknowledging all customers in a friendly, professional manner.
- Develop and distribute department reports, maintain operating system, provide staff with technical guidance, monitor work schedule as well Executive & Team Leader doing work on floor and adjust staff schedules to ensure adequate coverage.
- Administered daily operations and projects.
- Handled client complaints and sought timely resolutions.
- Handling client's relations.
- Check & Maintaining the Company Stock Spare & Modules of Warehouse.

### **Experience**

#### **Team Leader - Max Field Services Pvt Ltd from 2013 Nov to 2015**

- Identified operational issues and devised goals and plans to address them.
- Assigned tasks to individuals and departments.
- Divided tasks appropriately according to departments.
- Monitored progress within each department toward goal attainment utilizing measurable data in spreadsheet applications.

- Conducted analysis of progress and held monthly meetings regarding goals and tasks.
- Coordinated department to focus on goals plans. Training new team members.
- Daily bases checking for scheduling of work responses

**Assistance Manager- Field Service & Technical Operations (Max Field Services Pvt. Ltd from 2015 to 2018)**

- Non Cash Self Service System (ATM).
- Electronic & Physical Security (ATM)
- Project Management (ATM)
- Installation, De-Installation Module like JP, RP, HDD, Access Lock Etc.
- Preventive & Breakdown Calls attend of ATM security System.
- Taking Care of Calls received From Customer & Call Center.
- Migradation & Development New Hardware.

**Manager- Field Service & Technical Operations (Max Field Services Pvt. Ltd from 2018 to Till)**

- Handling Various Project of ATM (Technical & Non-Technical)
- Purchase Product of Electronic Packing & Electrical.
- Moving & Packing of ATM & Other Project.
- Manage Local vendor.
- Customer Relationship.
- Manage Helpdesk Executive Team Leader & Engineer (90+ Team backhand and field Engg).
- Handing 13 Small Warehouse & Warehouse in-charge
- Repair & Maintaining(Electrical, AC & other)
- AMC Data maintain & Update daily basis

**Client Relations Manage:-**Managed client relations and resolved issues as quickly as possible. Maintained professional and productive relationships with clients. Developed detailed client profiles. Give attractive response to clients by giving quick reply on mails as well as telephonic.

**(Handling Main Project on Site)**

- **Emmons International Limited** , Networking computers and AMC regular Visit at Address- Kailash Colony, New Delhi with **Simple Solutions**

- **Deen Dayal Upadhyay Hospital** - Maintain all computer and network troubleshooting and AMC visit regular. With **Avon computer, Address -Tilak Nagar New Delhi**
- **Rotary public school** Networking & Troubleshooting of 80 computers daily visit at Sector 22, Gurgaon, Haryana 122015 with **Simple solution**
- **Axis, Yes Bank & Other Bank ATM's** Install in more than 1000 ATM's Security System or light Controller System Like Install and Repair CCTV Cameras Or DVR install in ATM's Repair Security Devices in ATM's like Access lock, fire Alarm and More. At **Delhi or Haryana, Punjab, Mumbai, Kolkata, Pune, Ahmedabad, Nagpur ,Hyderabad, Jammu, Jaipur, UP, Etc** – 2012 To 2013 **In MAX INFOSYS**
- **50+ E-Surveillance Installation with Max Field Services Pvt.Ltd**

**Sr. Technical Support Engineer - 4 Years' Experience of Computer Hardware & Networking**

**Description**

- Installation of Software, Laser, Ink Jet, POS Printers and Scanner, C.P.U Machine Repair, Assembling of Computer in Technical Way.
- Networking Support: - Punching (RJ-45, I.O), Network Rack Maintenance, Daily Attend Calls of Customer and Fix its Problem.
- Knowledge of these Platforms Win XP, Win2000, Win2003 Server, Win7.
- Outlook Mail troubleshooting, E-mail configure, etc.

**Personal Details**

<b>Father's Name</b>	:	Chittaranjan Sarkar
<b>Mother's Name</b>	:	Maya Sarkar
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