

CURRICULUM VITAE

MADHUKAR SHARMA

H. No. 444, Village & Post Chokra
Muzaffarnagar , Uttar Pradesh 251311
Email Id: madhukarggg@gmail.com

Mob.no:**7300889964**

PROFILE SUMMARY: Dedicated Technical Support Engineer in the Product and Solution

Department (Pre-Sales) at Dahua Technology India, specializing in delivering strategic technical

Insights and solutions to clients. Proven track record in understanding customer needs, conducting

Product demonstrations, and crafting tailored proposals. Expertise in translating technical features

Into business benefits, driving successful pre-sales engagements and fostering strong

Client relationships. Worked on solutions for Villa, Hotel, Hospital, GEM tenders, done site visit, model suggestion BOQ proposal and

Compliance Design.

Career Objective: Seeking to work under challenging and growing environment where my

Technical and analytical working skills are used in full potential and to make meaningful

Contributions towards the objectives of the organization.

JOB RESPONSIBILITIES

PROFESSIONAL WORKING EXPERIENCE: In security surveillance industry, be from 2022 to

Present

❖ Technical Support Engineer in Pre Sales (Meerut UP west Region) at

Dahua Technology India Pvt. Ltd. (April 2022 to present)

▪ **Work Profile: Pre Sales:**

➤ Complete Site visit and design BOQ.

➤ Demonstration.

➤ Also support to Channel Distribution and given Technical Workshops to Regional Distributors and System Integrators to aware our technology.

➤ I have done hands on Trainings, Dealer Meeting with Presentation on Stage.

* CCTV Devices: Analog /IP CCTV, Explosion Proof Camera, BOX Camera, ANPR Camera, Thermal Camera, Panoramic Camera, AI tracking PTZ Camera, AI IVS SMD+, Face Detection & Recognition, People counting, Heat Mapping Camera, AI WI-FI CCTV and Centralize monitoring solutions.

* Non CCTV Devices: Interactive White Board, Video Wall, IP Video Door Phone Villas And apartments solution.

* VMS Software: DSS Pro, Smart PSS Lite , DMSS, IMOULife.

• **Technical Support | Digitals India | December 2020 to February 2022**

- Assisted the Tech Support team in troubleshooting and resolving customer issues related to surveillance products.
- Conducted preliminary investigations and escalated critical issues to senior team members for resolution.
- Assisted in product testing and provided feedback for product enhancement.
- Documented support procedures, troubleshooting steps, and resolutions for future reference.

Skills:

- Technical Support and Troubleshooting
- Surveillance Products (Dahua Technology)
- Customer Service & Zen desk support
- Networking and IP Protocols
- Hardware and Software Installation
- Problem Analysis and Resolution

. Team leader UKB Electronics; May 2019 to October2020

. Planning , organization ,coordination and control of production .

. Coordinated and supervised daily line operations. Ensured products produced met all quality standards Changed.

. Proven ability to meet tight deadlines and motivate others to achieve within the required timeframe

Education:

Subjects	Board & University	Percentage
Diploma in Electronics Engineering	BTEUP	70%
Intermediate	UP Board	60%
High School	UP Board	77%

Skills:

- Technical Support and Troubleshooting
- Surveillance Products (Dahua Technology)
- Customer Service & Any desk support
- Networking and IP Protocols
- Hardware and Software Installation
- Problem Analysis and Resolution
- Communication and Interpersonal Skills
- Documentation
- Team Collaboration
- Time Management

Additional Information:

- Fluent in Hindi & English language.
- Strong problem-solving skills and ability to work well under pressure.
- Proven ability to handle multiple tasks simultaneously and meet deadlines.
- Excellent written and verb communication skills

I affirm that all above mentioned details in the CV are accurate and have been thoroughly reviewed and approved by me.

Signature