

SREEKUTTAN.N

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OBJECTIVE

Seeking for a professional position that provides an opportunity to bring forth my working skills under all conditions, possessing a broader vision, where my knowledge and commitment towards my job would benefit us both in future.

SKILLS

- Ability to Lead.
- Comprehensive problem-solving abilities.
- Ability to deal with people diplomatically.
- Adaptable to all kinds of environment
- Very much curious about acquiring new technologies.

ACADEMIC CREDENTIALS

- B-Tech in EEE - Calicut University institute of engineering and technology -2013-2017 – (Incomplete)
- Vocational Higher Secondary - GVHSS Meenchanda School -2010-2012
- SSLC - GVHSS Meenchanda School Calicut -2010

DOMAIN EXPERTISE

- L2 level Servicing of Laptop, desktop &AIO.
- Software and Hardware Troubleshooting.
- Technical Support.
- CRM Handling (SAP, MSD, Synergy)
- Inventory Handling

WORK EXPERIENCE

Organization: Global Infocom

Designation: Elite Repair Engineer and Team Leader for Lenovo and MSI project.

Duration:

Team Leader – Global Infocom - May'22 to
June'23
Repair engineer – Global Infocom -
Feb'19 to Apr'22

Projects:

Laptops, Desktops, Tablets & All in One Computers – Lenovo, MSI,
NEXSTGO(Nexstgo, Avita & Vaio), Accessories - Lenovo

Roles & Responsibilities:

- Technical service support to service engineers.
- Working on escalation cases and strong following up till closure
- Handling the calls on priority basis and supporting customers.
- Performed installation, configuration, troubleshooting and maintenance of Windows Desktops and Laptops.
- Handle escalated calls about Lenovo products.

- Working for unresolved cases and giving proper solution to customer.
- Creating Cases, Work order in CRM for Lenovo, MSI & NEXSTGO.
- Validating defective parts & dispatching back to WH by generating DC's.
- Helping Engineers with Troubleshooting guidelines for Technical query.
- Providing technical training to other engineers about troubleshooting steps, Firmware & Windows Installation, Process Adherence, New model & known tips.
- Providing Technical Training and Tool Training to CCO.
- Guiding other engineers about NTF Control, PPSN, RR & QC.
- Performing online tool kit audit and Knowledge audit for engineers
- Guide the team & Follow up to meet the brand KPI's.
- Sharing Corrective & preventive actions to engineers to achieve the KPI's.
- Ensuring compliance with regulations and industry standards.
- Conduct regular safety inspections, risk assessments, and safety training for workers.
- CID validation – Work with engineers & Brand to conclude for the CID parts received at WH.
- Maintain the inventory reports of laptops and spares and creates stock reports.
- Logistics report maintain and organize the logistics team.

AWARDS & ACHIEVEMENTS

- Lenovo Advance Certified Engineer -2022
- Lenovo Elite Certified Engineer -2022

COMPUTER SKILLS

- Troubleshooting, repair hardware and software issues.
- Operating systems: Windows XP/7/10/11/Linux.
- Programming Language: C, C++, Java, HTML, Python.
- Linux basic commands and basic networking.
- MS-Word, Excel, PowerPoint, Google forms creation.
- Knowledgeable in Computer operations, assembling and applications.

PERSONAL DOSSIER

- Date of Birth : 30 November 1993
- Gender : Male
- Languages known: English & Malayalam (Speak & Write) and Tamil (Speak).
- Hobbies : Reading books, Cycling, music & Travelling
- Nationality : Indian

DECLARATION

I hereby declare that all the above information furnished by me is true to the best of my knowledge and belief.

Date :

Place : Calicut

(Sreekuttan.N)