VINAYAK BALASO SALUNKHE.
B.E [E & TC] 5.5 Years India Experience as a Customer Engineer (Maintenance & Troubleshooting of all H/W & S/W problems in ATM Machines, IT systems and computers.)
Date of BIRTH: - 23 June 1987.
Nationality: INDIAN.
Contact No: (Dubai) +971509223687 & (India) +919975703801
Email ID: yesican.vinayak@gmail.com
Address: 104, A-Block, Butti Building, Near Kanoo Group Building, Karama, Dubai UAE.
Indian Passport no: - L3585293.
Visit VISA Expiry Date: 24 April 2020

Summary

Dedicated, Energetic & Smart Working Customer Engineer with over 5.5 years experience in Maintenance and Service Engineering field. Excellent reputation for resolving problems, improving customer satisfaction and driving overall operational improvements with 98% Response time & 99% Resolution time. Recognized as "Employee of the Quarter" on six separate occasions. Consistently saved costs while increasing profits.

Key skills

- Strong prioritizing, time management & Resources management skills.
- Smart Working Team Leader as well as Energetic & Self-motivated team member.
- Excellent interpersonal, communication and customer service skills.
- Extremely adaptable to new technology and Quick learner.
- Ability to work under Pressure and Flexible approach for getting the goal.
- Creative, Dedicated & Self-motivated person with positive approach.
- Analytical, Problem solving & Critical thinking skills.
- Expert in assembling and disassembling electronics & electrical equipment's.
- Expert in conducting repair and maintenance service on complex equipments Like ATM Machines, PCs, Displays, Touch screens, Printers and Motherboards.
- Highly intelligent in interpreting electronic circuits and drawings.
- Ready to travel and holds a clean driving record.

Experience

Customer Engineer 1
NCR CORPORATION INDIA.PVT.LTD
2014 – 2019

- Performing both phone-based and on-site maintenance and repairs for business customers.
- Managed, supervised and trained maintenance technicians and customers.
- Identifying, troubleshooting, resolving, and documenting issues on equipments like ATM Machines, IT systems, PCs, Printers, Displays & Surveillance Cameras.

- Installed and configured IT systems including software, hardware and networks.
- Monitoring system performance and troubleshooting issues.
- Diagnosing and repairing all software and hardware related Problems including replacement of faulty components like Motherboards, PCBs and HDDs.
- Installed, configured, tested and maintained operating systems, application software and system management tools.
- Controlled engineering activities to maintain work standards, adhere to timeline's and meet quality assurance targets.
- Provided technical support to troubleshoot, repair and maintain operational efficiencies.
- Taken ownership of customer problems or incidents until the situation has been resolved to the customer's satisfaction.
- Responded to all customer concerns or problems by resolving them or by escalating them to the proper associate, team member or territory manager.

Key Achievements:
- Achieved 98% Response time and 99% Resolution time for consecutive 4 years.
- Earned Recognition as "Employee of the Quarter" on six separate occasions due to outstanding job performance and Customer Commendations
- Got recognitions for achieving success in overall recalibration exercise after Demonetization in India.

Engineer-Customer Support
Vortex Engineering PVT.LTD
2013 - 2014
- Performed onsite installation, modification and maintenance of systems and equipment.
- Disassembled and reassembled complex machinery to repair or replace worn or malfunctioning components.
- Provided technical support to troubleshoot, repair and maintain operational efficiencies in ATMs.
- Controlled engineering activities to maintain work standards, adhere to timeline's and meet quality assurance targets.
- Tested feasibility, design, operation and performance of equipment, components and operating systems.
- Responded to all customer concerns or problems by resolving them or by escalating them to the proper associate, team member or territory manager.
- Operated with high integrity, built trust, and earned sustained credibility with internal and external clientele.
- Facilitated communication between office personnel, subcontractors and customers.

Key Achievements:
- Resolved many complex product issues through consumer testing.
- Supervised team of 20 First level maintenance Technicians.

ACADEMIC QUALIFICATION

Education Qualification	University/Board	Institute	Percentage	Year of Passing
BE [Electronics & Telecommunication Engineering]	Pune University.	SVPM COE Baramati.	58.13	2013
Diploma in Electronics & Telecommunication Engineering	Maharashtra State Board of Technical Education (MSBTE)	BSP COLLEGE. JSPM Campus, Wagholi.	76.55	2009
10th+2 [HSC]	Pune	R.N.Agarwal Tech. Institute & JR. College, Baramati	48.33	2006
10th [SSC]	Pune	S.P.V.N. Shardanagar	70.13	2004

ADDITIONAL TECHNICAL QUALIFICATION

Training Name	CAP (Certified Automation Professional)
Duration	3 Months
Description	Known PLC's: Siemens, Allen Bradley, Mitsubishi, Messung. SCADA: Elipse HMI: E-designer

ACCOMPLISHMENTS

- Earned Recognition as "Employee of the Quarter" on six separate occasions due to outstanding job performance and Customer Commendations.
- Collaborated with team of 30 in the development of Recalibration exercise after Demonetization in India.
- Got recognitions for achieving success in overall recalibration exercise after Demonetization in India.
- Resolved many product issues through consumer testing.
- Certified Course in Computer Hardware & Networking.

CURRICULUM PROJECT & OTHER ACTIVITY

- Participated in "CIRCUIT DESIGN" Student's Technical Quiz Competition.
- Worked as "EVENT HEAD" in "MICROMANIA" assembly language programming.
- Completed project in Third Year Diploma **"cellphone operated land rover".**
- Completed project in Third Year Engineering. "Mobile Operated Metal Detector".
- Completed project in B.E **"Highly secured E.V.M using thumb scanner"**

TECHNNICAL SKILLS

- Post-Graduation Diploma in Industrial Automation (PGDIA) by Automation and Control System, Pune*.*

- Certified Course in Basic C, C++ Languages

- Certified Course in Computer Hardware & Networking.

 Programming Language Learnt:
   Assembly language for microcontroller 8051, **C-L**anguage, VHDL, Mat lab.
 Software known:
   Ride (Microcontroller 8051 programming tool), Microcap Evaluation 6.0 (Analog circuit simulator), Xilinx (VHDL Programming tool), MATLAB 7.0 (SAS, CS, DSP application) Circuit simulator (By- NA), PCB Express
- **Operating Systems Used:**
   Windows, Linux, Apple.

PERSONAL DETAILS

Email ID: - yesican.vinayak@gmail.com

Contact No: - +971 509223687 (Dubai)
                +91 9975703801 (India)

Date of Birth: - 23/06/1987
Languages Known: - **English**: - Read, Write, Speak.

                Hindi: -   Read, Write, Speak.

                Marathi: - Read, Write, Speak.

Marital Status: - Married.

Hobby: - Traveling, Learning New Things, Reading, Net surfing.

DECLARATION

I hereby declare that the above information furnished is true and correct to my knowledge.

                                    Thanking You

Date: -   /   /   Mr. Vinayak Balaso Salunkhe