



## CHIDAMBARAM S

Service Management & Assurance Expert

### PROFESSIONAL SUMMARY

Highly ambitious, hardworking, passionate towards the field of Service and looking for opportunities wherein I can prove my expertise and move up the professional hierarchy. Willing to work in an environment wherein responsibilities are expected to be efficiently shouldered and one gets complete freedom to exercise his roles and responsibilities.

### CORE COMPETENCIES

Logistics Management | Process Modification | Vendor Management | Branch Operations | Procurement | Resources Optimization | Team Management | Budget and PL | Waste Management | Proactive | Leadership Skills | Team Oriented | Problem Solving Skills | Multi-Tasking Specialist | Planning & Presentation Skills | Forecasting | Organization Skill

### PROFESSIONAL EXPERIENCE

#### APPLE (AMPLE TECHNOLOGIES P LTD)

Team Leader - 5/2015 to 5/2019

Service Coordinator - 5/2012 to 4/2015

Chennai, India (May 2012 – May 2019)

In this role, I was responsible for Sales & Technical Support with Apple customers to ensure the appropriate SPOC for their problems. Others functions and responsibilities are

- ❖ Determining Mac / iOS support to the relevant End-user community in the location/region based, this includes all Apple desktop computing hardware, iOS products and peripherals
- ❖ Apple Certified Mac Technician (ACMT) certification
- ❖ Apple Certified iOS Technician (ACiT)
- ❖ Makes sure of timely and accurate diagnosis of system related problems and determining between hardware, software problems, and work in conjunction with the Apple Service desk groups to provide resolution
- ❖ Lead problem resolution activities in order to get technology incidents and problems resolved
- ❖ Install upgrades to all operating systems, applications, hardware and media storage devices
- ❖ Proven track record in problem solving, within a medium to large enterprise environment
- ❖ Respond to request for service with experience and compliance in established time limits
- ❖ Identifies and solves any problems that affect MAC OS X and troubleshoots routine problems and maintenance of systems
- ❖ Trains employees & orients them on how to use troubleshoot hardware & software apps.
- ❖ Working with the team to provide day-to-day monitoring and management of the existing estate
- ❖ Collaborate with Mac Service Owner, Desktop Software, Desktop Management and Hardware teams to ensure delivery of quality Mac offering at stores
- ❖ Provide Level 2 support for escalated issues and service request
- ❖ Install computer hardware and software on desktops, laptops to keep versions current
- ❖ Monitor the performance of the customer laptop and address issues as they arise post repair process
- ❖ Provide technical support for software reconfigurations to aid in function customization

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**RELIANCE COMMUNICATIONS**  
Executive - After Sales

**Chennai, India**  
April 2011 – May 2012

On this role, I was responsible for coordinating with our Reliance Big TV customers to resolve service request and In-charge of external vendors for Installation, Service.

- ❖ Responsible for the installation coordination with ISP
  - ❖ Achieve Key Performance Indicators (KPI's) targets set by the Delivery Centre
  - ❖ Fault Analysis, RCA and CA for continuous improvement, follow-up with vendor for RCA and FIX them, Takes and registers all customer complaints
  - ❖ Drives solution of customer complaints by solving it directly or assigning tasks to other functions.
  - ❖ Motivating team, Vendors on Incentive schemes with regular meetings
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**VIVEKS SERVICE CENTER**  
Coordinator

**Chennai, India**  
October 2009 – April 2011

- ❖ Responsible to meet daily sale needs and driving customer satisfaction
  - ❖ Inspection of installed equipment, to ensure proper installation being the front line assisting our customers at every stage.
  - ❖ Inspection of all operating parts to ensure proper operation within expected tolerances
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**BUZZ WORKS PVT LTD**  
Tele-Sales Executive

**Chennai, India**  
Jan 2007 – Sep 2009

- ❖ The generation and development of qualified leads for the sales team
  - ❖ Primarily handling outbound telemarketing, coordinating with email & mailing efforts across locations
  - ❖ Convey brand information to customers and respond to questions/inquiries that arise
  - ❖ Performed strategic marketing & advertise to promote company's service to increase sales
  - ❖ Investigate and address competitors activities, offers & rewards, points redemption scheme's
  - ❖ Working with the prospect database to develop prospects into qualified leads, coordinating with sales activities
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#### **NOTABLE ACHIEVEMENTS**

- Successfully increased the company revenue by 50% between 2015-2019 in Ample Tech
  - Awarded as a Best Team leader for OND'16 & 2018 in Ample Tech
  - Best "Train the Trainer" award Sep'11 from Reliance Communication
  - Highest retrieval award 2011 from Reliance
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#### **EDUCATION QUALIFICATION**

- Bachelor of Computer Science, AIMTS, Karnataka
  - Intermediate from Govt. Boys Higher Secondary School, Pattukkottai, Tamil Nadu
  - S.S.L.C. from Maharishi Vidya Mandir School, Tanjore, Tamil Nadu
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#### **TECHNICAL EXPERTISE**

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Operating Systems	: Mac OS X, MS Windows, Vista, XP, Windows 7, 8 & 10
Tools	: Time machine backup, Apple AST server
Software	: Mac software, MS (Word, Excel, PowerPoint, Outlook)
Hardware	: Laptops, iPhone's, Printers, Scanners, Small Router

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#### **PERSONAL DETAILS**

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Date of Birth	: 02-May-1986
Father Name	: Swaminathan.A
Permanent Address	: No 4/3 Bharathi Street Ponmalaipatti, Tiruchirappalli - 620 004
Temporary Address	: H No 913 Tiger building block B Al Nahda Sharjah – 21316
Language	: English
Passport Number	: U0037468
Visa Status & Validity	: Visit Visa & 12-02-2020

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#### **Self Declaration**

I'm very much interested to join your esteemed organization if given me a chance to serve your kind control. I hereby clarify that information provided above is true to my belief and knowledge.

Yours Sincerely

Chidambaram S