**SEEMA RANI**

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**Professional Experience**

**Technical Support Engineer (GeM)**

**Fortune Marketing Pvt Limited**

**February 2020 to Till Date**

* Looking after the complete process of Government E-Market “GeM” from product upload to bid submission of tender and after works, for all products of the company viz. CCTV Products like Camera, Video Recorders, PoE Switches also Biometric devices, Storage Device etc.
* Managing and controlling the Company’s OEM Dashboard on GeM Portal including Reseller management and Product Catalogue Management.
* Liaising with clients and departments to identify and define project requirement, scope and objectives.
* Proactively scopes the technical solution/Demo of the products required to address customer requirements, assesses customer’s met and unmet needs, and recommends solutions that optimize value for both the customer and the firm.
* Providing Support and actively participating in the testing of Electronic Security products (CCTV camera, Recorders etc.)
* Providing product training to marketing executive and dealers of our company.
* Liaising with clients and dealers to identify and define project requirement, scope and objectives.
* Contributing in the Research and development of the products (CCTV, Biometric and Audio Devices) based on the review of the projects and customer requirements.
* Providing review on the products to the quality team based on the review of the customers and clients.

**Technical Sales Engineer**

**Xpia Electronics Pvt. Ltd.**

**From June 2018 to February 2020**

* Looking after the complete process of Government E-Market “GeM” from product upload to bid submission of tender and after works, for all products of the company viz. CCTV Products like Camera, Video Recorders, PoE Switches also Biometric devices, Storage Device etc.
* Managing and controlling the Company’s OEM Dashboard on GeM Portal including Reseller management and Product Catalogue Management.
* Liaising with clients and departments to identify and define project requirement, scope and objectives.
* Testing of new CCTV related products
* Contributing in the Research and development of the products based on the review of the projects and customer requirements.
* Maintaining/ analyzing call logs related to technical support helpdesk.
* Providing Supportfor the queries related to the CCTV, Networking and RF System.
* Liaising with clients and resolving the queries to identify and define project requirement, scope and objectives.
* Providing training, technical support and hands on training of the new products to the dealers and clients.
* Analyzing clients project and give them solutions.
* Analyzing new products and make specification sheet related to them.
* Maintaining and updating the website of company.
* Perform overall quality control of the work (budget, schedule, plans, and personnel’s performance) and report regularly to CEO on project status and assign responsibilities and mentor project team
* Controls project costs by approving expenditures; administering contractor contracts.
* Maintains project schedule by monitoring project progress; coordinating activities; resolving problems.
* Cooperate and communicate effectively with Client and other project participants to provide assistance and technical support.

**Education**

**B-Tech in Electronics and Communication Engineering**, 2018 with 69 %

Guru Nanak Institute of Technology (Kurukhestra University)

**12th from** HBSE Board in 2014 with 65%

**10th from** HBSE Board in 2012 with 75%

**Technical Skills**

**Computer Skills** - Microsoft Office, Adobe Photoshop, Basic Networking

Language – C, Android

**Personal Interests** - Listening Music and Travelling

**Projects**

1. Women Safety Device
2. Voice controlled Biped Project
3. Android app development (Photo Galley)