**MUKESH KUMAR CHOUHAN**

Near Kurji Hospital, Digha Road, Patna-Bihar-800013 | Mob: 91-9886951977| m.chouhan966@gmail.com

# Objective

Analytical thinker with an ability to effectively identify and solve problems; seeking a position as Service Engineer with an established company.

# Education

* Diploma in Hardware & Networking from NIIT
* Higher Secondary from J.A.C.-Ranchi -2009
* Matriculation from J.A.C.-Ranchi-2007

# Professional Experience:

# Ricoh India Ltd Time Period: February, 2016-Present

**Job Title:** Service Centre Engineer-Patna Postal Region, Bihar Postal Circle

**Project Name:** (Rural ICT Project, Department of Post, Govt. Of India)

**Payroll of:** Fourth Dimension Solutions Ltd.

**Job Location:** Patna

# Principal Responsibilities

* Follow work Instructions and processes to manage incidents, investigate alerts and carry out change requests
* Investigate and help resolve issues on customer’s network and IT estates using agreed troubleshooting methodologies
* Manage support cases to enable fast resolution that exceeds our customers’ expectations, escalating as required
* Ensuring accurate recording of all cases using the Company’s ticket management tool and closing within agreed timeframes
* Using the central document repository, to ensure knowledge sharing across the team and enable best practice

# Aforeserve. Com Ltd Time Period: November, 2013-February, 2016

**Job Title:** Service TRC Engineer

**Project Name:** ECS, ACER & MSI Mother Board Repairing Project

**Job Location:** Bengaluru

# Principal Responsibilities

* Troubleshoot hardware, software and network operating system
* Impart training to team members.
* Maintain current and accurate inventory of technology hardware, software and resources
* Troubleshooting Level-1, Level- 2, Desktop and Motherboards repairing
* Using Instruments like Digital Multi-meter, and Temp Controlled Soldering Station.
* Testing of Different types of Motherboards using Win stress, 3D Mark and Heavy load Software’s.
* Report to my immediate head about the defects & analyze the same for corrective action
* Plan & manage introduction of new tools and process in order to improve productivity Quality and cycle time.
* Analyzing Customer Returns (RMA) & supporting Customer with proper Analysis Reports...
* Provide timely reports to Engineering Manager.

# Skills & Abilities

**Technical Skill Sets**

* Repair & troubleshoot of Pont of Sales (POS) Machine
* Repair & troubleshoot of 1D & 2D Barcode Scanners
* Repair, troubleshoot & installation of Solar Hybrid UPS
* Repair, troubleshoot & installation of Solar Panels
* Board level & chip level repair.
* Wide Knowledge of motherboard & circuits
* Operating system: windows 10, 8, 7, 2003, XP, Vista.
* Familiar with hardware tools.
* Good knowledge of system configuration.
* Troubleshooting network related problems.
* Experience in PCB Quality Testing.
* Proficient in the Inspection of Various Industrial Electronic Product

**MANAGEMENT & personal SKILL SETS**

* Excellent customer facing skills
* Disciplined, energetic and results orientated
* Having analytical approach to problem solving
* Assertive and confident.
* Ability to manage vendors and team management
* Coordinate with various stakeholders at al level.
* Self-starter, who can multi-task in a demanding environment

# PERSONAL DETAILS:

**Date of Birth**

**Sex**

**Marital Status**

**Address present**

**: 12th February, 1992**

**: Male.**

**: Married**

**:Godhar No. 15, Post: Kusunda, Distt: Dhanbad, (Jharkhand)**

# Declaration

I hereby declare that the above information provided is correct and true to best of my knowledge.

**Date:**

**Place:** Dhanbad  **Mukesh Kumar Chouhan**