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Summary:

To obtain a job within my chosen field that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement

Experience:

1. Customer Service Engineer

KONICA MINOLTA HEALTHCARE INDIA PRIVATE LIMITED
Aug 2018 - Apr 2021 (2 years 9 months)

- Responsible for installing, inspecting, troubleshooting, repairing, and calibrating Digital Radiography and Computed Radiography Systems
- Responsible for Hardware Software, Application & Upgrading for Scanner, Printers, Laptops and PCs of Systems
- Handle tasks of verifying performance of complex medical imaging equipment like R/F, portables, C-arms, CR, DR, ultrasound, and bone density
- Specialist in PACS Software Installation, DICOM Configuration, Image Storage and Archiving and Maintenance and Updates of Software's
- Perform responsibilities of ensuring regulatory compliance as well as assist in inventory management
- Handle tasks of identifying and solving customer issues by providing appropriate service on time
- Perform responsibilities of conducting preventative maintenance as well as service and repair of various medical x-ray systems
- Responsible for repairing, installing and commissioning automated x-ray equipment and systems at customer sites
- Provide 1st level response to technical software and hardware incidents for all users, to agreed service levels both in terms of performance and customer satisfaction.
- Liaise with 2nd level technical support staff to ensure support response times are within agreed limits.
- Installation and configuration of approved hardware, software and mobile devices
- Creating, updating and flagging knowledge base articles as required.
- Clearly communicate technical solutions in a user friendly and professional manner.
- Keep users informed of call status if requested.
- Site attendance as required.
- Delivers, Tags, sets up and assists in the configuration of end user PC hardware, software and peripherals.

- Co-ordinates timely repair of PC equipment covered by 3rd party vendor maintenance agreements.
- Escalation of issues to the Service Desk Management team

2. Customer Support Engineer

ANITA MEDICAL SYSTEMS INDIA PRIVATE LIMITED

Mar 2017 - Mar 2018 (1 year 1 month)

- Authorized Service Dealer of **Fujifilm Healthcare India Private Limited**
- Responsible for installing, inspecting, troubleshooting, repairing, and calibrating Computed Radiography Systems
- Handle responsibilities of customer concerns and issues as well as solve technical issues regarding Systems
- Responsible for Hardware & Software relating issue of Laptop's, PC'S and Systems.
- Responsible for maintaining X-ray testing equipment and tools
- Handle responsibilities of managing vendors service delivery procedures
- Coordinate with sales professionals in giving demo and presentations of X-ray equipment
- Perform minor service of X-ray equipment under the instructions of service engineer
- Assist customers to troubleshoot the network pain points.
- Manage Infrastructure of LAN, WLAN & WAN Including (Routers, Switches, Server,) of critical infrastructures.
- Installing, Configuring, Backup, Updates and Troubleshooting of Network.
- Documents Network Problems and Resolution for Future Reference.
- Troubleshooting Network devices And Servers Such as (DHCP, DNS, E-mail and Printer).
- Configuration of firewalls, servers, routers across remote sites.
- Document technical knowledge in the form of notes and manuals
- Configure of Firewall / VPN / Antivirus systems
- Travel to sites for the commissioning of task assigned

3. Desktop Support Engineer

IMPACT INFOTECH INDIA PRIVATE LIMITED

Mar 2017 - Mar 2018 (1 year 1 month)

- Configure antivirus software to fully protect IT environment, reducing risk.
- Monitor the performance of the computer systems and address issues as they arise
- Provide technical support for software reconfigurations to aid in function customization
- Test software performance throughout the desktop network to ensure peak performance
- Install computer hardware and software on desktops to keep versions current
- Initiate and complete Microsoft Windows operating system updates
- Network with LAN/WAN for Printer, Scanners, Laptop's and PC'S
- Resolving all type of problems through Remote Connection for Users and Clients

- Serve as the first point of contact for all end users seeking technical assistance.
- Analyze and resolve end user hardware and software computer problems in a timely and accurate manners.
- Troubleshoot hardware and software issues in person, remotely and via phone.
- Troubleshoot local networking, POS & AIO printers, Wi-Fi, Software & business applications.
- Offer daily operations and systems support to users.
- Properly escalating unresolved incidents to the next level of support.
- Follow-up, Monitor and update end user pending calls status and information.
- Verify functionality of hardware and software components.
- Pro-actively monitor the network operations.
- Coordinate and follow up resolution for open/pending incidents.
- Ensure proper recording, documentation and closure.
- Skilled in remotely installing, upgrading, troubleshooting, and repairing (at the component level) any of the personal computers.
- Knowledge & Troubleshoot Audio Visual Systems.
- Co-ordinations with vendor for service, follow-ups & repairs.

Education:

Jawaharlal Nehru Technological University

Bachelor of Technology, Electrical, Electronics and Communications Engineering 2012 - 2015

Licenses & Certifications:

- SAP-Basis Consultant - PRYM EDUCATION

Skills:

- IT Support and Troubleshooting
- Hardware and Software Configuration
- Customer Service
- Data Center Support
- Backup and Restoration
- Meeting Room Support
- Video Conferencing
- Printer and Peripheral Support
- Mobile Device Support
- Windows 7/10 Microsoft Office Suite
- MAC Support & Microsoft SCCM
- Network Protocols & Communication Skills