

# JAMMAL M. I

Chennai, India 600006 • 9489381077 • bilalhammed.mi@gmail.com

## PROFESSIONAL SUMMARY

Service Desk Engineer with a proven track record at Apar Innosys LLP, I excel in technical support and team management. Leveraging MS Office and network troubleshooting skills, I significantly enhanced client satisfaction. My expertise in coordinating installations and resolving technical issues underscores my ability to deliver results and lead effectively.

## WORK HISTORY

**Service Desk Engineer (SME), 01/2024 - Current**

**Apar Innosys LLP - CHENNAI, India**

- Handling Customers/Client (NCR / FSS / CMS /FIS) escalation and mails on daily basis.
- Following up with Field Service Manager to AMC vendors for any faulty device troubleshooting along with Engineers till closure.
- Preparing Reports on a daily basis for internal & External meetings to Assigning Engineers
- Responsible for handling e-surveillance dispatch and managing activity and downtime calls efficiently
- Actively coordinated with on-ground engineers, providing accurate and actionable information to facilitate effective troubleshooting of technical issues
- Configuration of ATM Sensor with help of **Innitiate tool**
- Hand on experience with **Synergy CRM tool**.
- Can Able to Login Secure SSH connection via **Putty Tool** and Download CCTV Footage Videos.
- Monitoring of ATM Locations in Live Stream through **Innoculate Tool**.

**Senior Executive - Control Desk, 11/2019 - 01/2024**

**Cashlink Global System Pvt Ltd - Chennai**

- Handling Installation/ De-Installation & Re-Installation of Hitachi manufactured ATMs all over India
- Key coordination for all network related V-SAT installation & Migration activity for PAN INDIA (New site setup & site Takeover)
- Coordinate with customers for back-end support to make the ATM machine live
- Mail response within TAT
- Customer Escalation handling over both Email and call
- Maintain Data for ATM Installation, De/Re-Installation for revenue purposes
- Preparing daily & as well as monthly Reports sent to customers and internal team (Based on requirements)

## SKILLS

- MS Office
- MySQL
- Python
- HTML
- Power BI
- Data Visualization
- tableau
- Technical Support
- Team Management
- Network troubleshooting

## LANGUAGES

**Tamil:** First Language

**English:** C2

Proficient (C2)

**Hindi:** C1

Advanced (C1)

## EDUCATION

Expected in 06/2026

**BCA, Data Science**

**SRM Institute Of Science And Technology**

01/2016

**Diploma, Mechanical Engineer**

**K.A.R Polytechnic College**

I have completed my Diploma in Mechanical Engineering with 73% Marks.

- Keeps track on Installation Certificate and other Documents for the billing
- Maintaining installation documents hard-copy dispatched tracker for the record purpose
- Updating the call visit records in CRM/ portal
- Identifying hardware and software failure due to V-SAT & UPS related issues and further resolving with a hundred percent success rate

**Senior Customer Relationship Officer-CRO, 04/2018 - 11/2019**

***BankBazaar.Com***

- Looking for Customer's Queries that has Registered on Our Application and Providing Customers services they need
- Maintaining the database
- Act as a representative of the client and represent their interests at all times
- Understand and manage personal performance on a daily basis
- Provide support to the sales and marketing teams assisting in the delivery of business-related activities, as directed by the team head
- Maintain a positive personality and approach to an everyday work

**Customer Support Executive, 08/2017 - 04/2018**

***Eureka Outsourcing Solution***

- Make telephone calls to prospects
- Maintain database
- Act as a representative of the client and represent their interests at all times
- Understand and manage personal performance on a daily basis
- Provide support to the sales and marketing teams assisting in the delivery of business-related activities, as directed by the team head
- Maintain a positive personality and approach to everyday work

**Member Assemble Trainee, 01/2016 - 01/2017**

***Urjita Electronic Pvt Ltd***

- Responsible for management of all Quality Assurance functions including planning, strategy, testing execution and tools
- To ensure the machined parts and to give assurance of the products
- To check the machine's body at the vendor's end as per the diagram

## **INTERNSHIP**

- Implementation of Camera Recording Status in E-Surveillance by using MySQL Workbench, Python & HTML.