

J Syed Zameer Ahamed

Support Engineer

Muscat, Oman

+968 79223545

SUMMARY

9.5 Years of **Experience** in Installation / Configuration, **Technical Support** for **Production printers, Multi-functional Devices**, Copiers, Plotters, Desktop Printer/Scanner's

- Proficient in handling escalation calls and providing technical support to field engineers
- Sharing technical information's and service bulletins to engineers during weekly meeting
- Analysing field machine performance's and monitoring error/quality issues
- Focus on Pre-Mature part failures
- Support through remote and direct visit to customer place
- Resolve customer complaints and concerns
- Prepare weekly and monthly reports analyse the issues and rectify the same

EXPERIENCE

Support Engineer

Genetco, Muscat

Mar 2018 – Present

Engineer – Production Printer

Canon India Pvt Ltd, India

Oct 2013 – Mar 2018

Customer Engineer

HCL Infosystem, India

May 2012 – Sep 2013

ROLES AND RESPONSIBILITIES

- Installing/Configuration and troubleshooting of Production printers/print servers, Multi- functional devices, OCE plotters with Folder and Desktop Printer's/scanner's
- Installing, configuration and Firmware up-gradation of Print servers(RIP/Fiery), Plotter controllers and Fiery Configurations.
- Handled models IPRC10000, IPRC6010/7010, IPRC6000/7000, IPRC800/700/600/650/710 / IPRC165 / IPR 1135 and office products.
- Analysing and troubleshooting of production printers/multi-functional devices
- Preventive maintenance on time to time basis to reduce the break down calls
- Good Knowledge in Diagnosing and Supporting customers over phone
- Handling Major customer's and supporting other patch calls
- Take care about Machine spares and Consumable's availability
- Handling Annual Service /Extended contract of the machine and to handle payment
- Analysing market situation, Building up customer relation
- Sales & Billing follow up in CSMC,AMC Billing
- Analysing market situation, Building up customer network and increasing market share of our products
- Monitoring Sales figures/Inquiries, analysing repetitive complaints.

AWARDS

Winner Canon Service Meister 2017

Got first place in canon SERVICE MEISTER 2017 under Production Printer – National Category at CANON INDIA.

Spot Awards

Spot awards in canon for the best performances and appreciation of Hard Work and dedication

TRAINING

- High end production training at CANON EMIRATES, DUBAI
- Production series training Color/BW at CANON INDIA PVT. LTD
- OCE PW3XX/TDS7XX training at Canon India Pvt. Ltd
- Konica Minolta Production Training at HCL Info systems Ltd
- System and Secure print(UNIFLOW) training at Canon India Pvt. Ltd
- Higher end Color Training at HCL Info systems Ltd(Office products)
- Basic Hardware and networking

SKILLS

- Windows / MAC OS
- Service Tool : SERVICE NOW,CMP
- MS Office and PLC(Programing Logic Controller)
- Basic Networking

EDUCATION

- B.Sc IT from Alagappa University
- Diploma in Electronics and Communication

PERSONAL SKILLS

- Ability to move within a Team and share my ideas and Visions.
- Courage and Sincerity to execute any job with perfection.
- Willingness to learn, Good Team Player.
- Positive thinking
- Adaptable to new environment quickly

PERSONAL DETAILS

- ❖ **Full Name** : J Syed Zameer Ahamed
- ❖ **Qualification** : B.SC. IT & Diploma in ECE
- ❖ **Perm.Address** : No.1 JP nagar, Tiruchirapalli, Tamilnadu, India-620001
- ❖ **Contact No.** : +968 7922 3545
- ❖ **Email ID** : Syedzameer007@gmail.com
- ❖ **Birth Date** : 16th November
- ❖ **Sex** : Male
- ❖ **Marital Status** : Single
- ❖ **Languages Known** : Tamil, English and Hindi
- ❖ **Nationality** : Indian

DECLARATION

I hereby declare that all the information mentioned above is true to the best of my knowledge