

## **ANOOP B**

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Trivandrum(Dt), Kerala - 695522



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### **Career Objective**

Technical Support and Service Executive with 7 years' experience, seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization.

### **Strengths**

- Demonstrated and supported technical projects across different regions in India
- Experience in dealing with clients efficiently
- Ability to resolve problems, strategically in competitive situations
- Ability to provide online and offline support
- Ability to develop special teams to help handle larger client projects
- Fluent in English, and Malayalam

### **Technical Skills**

- Good knowledge in Electronics hardware trouble shooting and service
- Good knowledge in soldering and servicing electronics devices
- Good knowledge in MS Office
- Experience in Windows and Ubuntu OS
- Remote desktop software's such as Team Viewer, Ammy Admin and Anydesk.

### **Employment History**

**09.2012 | Presently Working**

**Softland India Ltd., Kerala, INDIA**

**Job Title:** Associate Technical Executive – Customer Support Department.

### **Education**

**06.2002 | 08.2008**

**B.TECH in Applied Electronics and Instrumentation Engineering –**

Kerala University, India, College of Engineering Trivandrum, Kerala with second class having 59.65%

**06.1999 | 03.2001**

**HIGHER SECONDARY EDUCATION -VPSBHSS, Venganoor, Kerala under Kerala State Board.**

**06.1998 | 03.1999**

**SECONDARY SCHOOL EDUCATION – VPSBHSS, Venganoor, under Kerala State.**

### **Graduate Academic Projects**

**Main Project Title:** OPTICAL FIBRE TECHNOLOGY FOR PROCESS CONTROL

- To control all processes in heavy companies via optical fibre instead of normal cables.

## Work Experience

09.2012 | Present as **Technical Executive**

- Solved various issues related to products in an efficient and timely manner.
- Responsibilities include identifying the issue, handling customer grievance, providing timely solutions.
- Technical understanding of embedded devices especially its working and performance.
- Supported Web based online projects, electronic machines for bank collection, bus ticketing, spot billing and Web based billing application projects.

## Professional Achievements

- Coordinated Sales Force Automation (SFA), ERP and CRM projects in professional career.
- Coordinating all service aspects all over Kerala and also control all executives daily works.

## Areas of Expertise

- Assigning and monitoring works to the subordinates.
- Ensuring the trouble shooting and service quality of the hardware related complaints.
- Answering calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
- Keep records of client interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
- Follow up to ensure that appropriate actions were taken on client requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Verifying whether the training undergone by the Junior Trainees are satisfactory in all aspects.
- Timely resolution of client reported faults.
- Ensure whether positive client relations are maintained or not.
- Meetings with clients.
- Arranging man power and spares at the site for the complaints reported.

## Personal Interests

- Riding and travelling
- Listening to Music

## Personal Profile

Name	:	Anoop B
Date of Birth	:	04 <sup>th</sup> October 1983
Place of Birth	:	Kerala
Marital Status	:	Single
Languages Known	:	English : fluent written/ fluent spoken Hindi : basic written/basic spoken

Nationality : Malayalam : mother tongue  
Indian

### **Passport Details**

Passport No : S7239756  
Date of Issue : 06.11.2018  
Date of Expiry : | 15.11.2028  
Place of Issue : Trivandrum

### **Declaration**

I hereby declare that given here are true to the best of my knowledge and belief.

Place :

Date : Anoop B