



MOHAMMED.IMRAN

Muscat

Oman

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CARRIER OBJECTIVE:

A dynamic professional with over 22 years of experience in office automation industry as a customer service support engineer. Seeking to pursue a career in the upper echelons of an esteemed organization that calls for extremely high levels of leadership qualities and technical abilities, with the goal of heading Service Department to enhance the company's productivity and profitability.

PROFESSIONAL EXPERIENCE:

AUGUST 2013 TO TILL DATE

SR. CUSTOMER SUPPORT ENGINEER

BISHARA ESTABLISHMENT.L.L.C: A Member Company of the Prestigious Omar Zawawi Establishment. Bishara Est. was established in 1983 and is one of Oman's leading Information Technology, Total Office Solutions, Total Security Solutions, Educational Laboratory Equipment, Supplies and Stationery Providers

KEY RESPONSIBILITIES:

- Providing support for Sales team to develop and support Managed Print Services and Document solution prospects. Actively participated in the successful installation and deployment for Equitrac/MYQ/Ysoft applications.
- Providing solutions support such as Managed Document Services, Production Printing, Office Solutions, and IT Services related to Xerox MFP.
- Installation and troubleshooting of all types of **Xerox\Lexmark\Brother** digital copiers/printers/plotters with their respective configurations & connectivity.
- Training and Implementation of features with the product which would enhance the productivity of the customer.
- Planning & implementation of billing & revenue for the department.
- Generating sales leads with current customers.
- Support the sales in achieving business, via demo and installation.
- Record-keeping and inventory management.

FEBRUARY 2007 TO AUGUST 2013

SR. SERVICE ENGINEER

MOHAMED HAREB AL OTAIBA: A company that successfully pioneered distributing and marketing of consumer electronics & office automation over past 50 years in the Middle East.

BRANDS HANDLING: Nashuatec/Ricoh digital multifunctional systems product line such as photocopiers, production machines, printers, fax machines, color copiers, wide format copiers & plotters.

KEY RESPONSIBILITIES:

- Providing solutions such as Managed Document Services, Production Printing, Office Solutions, and IT Services related to MFP.
- Providing technical support on telephone as well as on site to service engineers and clients.
- Installation and troubleshooting of all types of **Nashuatec/Ricoh** digital copiers/printers/plotters with their respective configurations & connectivity.
- Training and Implementation of features with the product which would enhance the productivity of the customer.
- Service contract follow-up invoice submission and payment collection
- Planning & implementation of billing & revenue for the department.
- Generating sales leads with current customers.
- Support the sales in achieving business, via demo and installation. Customers like, Abu Dhabi Police, ADAT, AMMROC, GPC, CCC, NPCC, Jumeirah Group.

MARCH 2004 TO DECEMBER 2006

SR. SERVICE ENGINEER

UNIVERSAL ENTERPRISES is a large conglomerate entity with internationally respected agencies like Nashuatec/Ricoh, Océ, Kern, Amano, Herman Miller, also universal enterprises sponsored some companies such as Baskin Robbins, Khaleej Times, Keller GmbH, which are all successfully operating in Bahrain.

Brands handling: Nashuatec/Ricoh digital multifunctional systems product line such as photocopiers, printers, fax machines, full color copiers as well as Océ wide format printing systems and Océ range of products.

KEY RESPONSIBILITIES

- Installation and troubleshooting of all types of **Nashuatec/Ricoh & OCE** digital copiers/printers/plotters and faxes with their respective configurations & connectivity.
- Installation and troubleshooting of Kern mailing machines.
- Providing network support to all major clients as required.
- Generating sales leads with current customer.

JULY 2001 – MARCH 2004

SERVICE ENGINEER

JUMBO ELECTRONICS, a company that successfully pioneered distributing and marketing of consumer electronics, IT, office automation and telecom over past 28 years in the middle east with an annual turn over of 1.5 billion US \$.

Jumbo is one of the largest distributors of Sony products in the world and they also represent renowned global agencies such as Ricoh, Brother, Compaq, IBM, Acer, 3 com, Casio, Citizen, Electrolux, Epson, Ericsson.

KEY RESPONSIBILITIES:

- Installation and troubleshooting of all types of **Ricoh** copiers/printers/plotters and fax machines with their respective configurations & connectivity.
- Installation and troubleshooting of all types of Brother Faxes and printers.
- Troubleshooting and installation (Microsoft soft wares and operating systems) for all types of computers i.e., Acer, Compaq, Packard bell, IBM, and Hp.

OCTOBER 2000 TO JULY 2001

NETWORK ENGINEER

- **CHIPSOFT TECHNOLOGY PVT.LTD.** Worked on sites like Parle India, Gillette India. Chipsoft is authorized service provider of Compaq and IBM.

- Troubleshooting and installations of workstations and providing support to users in network environment
- Installation and trouble shooting of different types of Hp laser jet, DeskJet printers and scanners.

JANUARY 2000 TO SEPTEMBER 2000 NETWORK ENGINEER

- **PC SOLUTION PVT. LTD.** Worked on sites like Maruti Udyog Ltd. F.R.C. and Rainbaxy. P C solution is authorized service provider of Hp and Compaq.
- Troubleshooting and installation of workstations and providing support to users in network environment
- Installation and trouble shooting of different types of hp laser jet, DeskJet printers and scanners.

JUNE 1998 TO JANUARY 2000 SERVICE ENGINEER

- **M/S XEROX MODI CORP. LIMITED:** Partner of the Xerox us \$25 billion fortune 500 giant. Xerox Corporation is internationally preferred for its range of photocopiers, engineering plan printing systems, laser printers, office supplies and complete document solutions.

KEY RESPONSIBILITIES:

- Installation and troubleshooting of all types of Xerox analog copiers.
- Visiting corporate and commercial segment regularly.

TECHNICAL QUALIFICATIONS:

Electrical Engineering from Delhi University with first div. (1995-1998).

ACADMEMIC QUALIFICATIONS:

- Sr. Secondary school certificate (12th) science with first div. (C.B.S.E) 1994-1995
- Secondary school certificate (10th) with first div. (C.B.S.E) 1992-1993.

TRAINING CERTIFICATES:

- Technical trainings on **Xerox Versant 80, PrimeLink C9065/C9070, AltaLink B8100/C8100, Nuvera 288 PPS** from Xerox (Johannesburg).
- Technical training on **Ricoh Plotter MPCW2200SP** from Ricoh Europe (Netherlands).
- **Several certifications** for Service/ Connectivity/Solution masters from Ricoh & Xerox.
- **CCNA CERTIFIED** in 2010 from Cisco & trained from Ats InfoTech Delhi
- **MCP CERTIFIED** from Microsoft in 2005. Subject cleared windows 2003 server and professional.
- **Equitrac (MPS) Certification** training course from Ricoh Europe (Netherlands).
- One year **hardware and networking** training from Elite soft pvt.ltd (Delhi)
- Microsoft windows 2003 complete networking (M.C.S.E syllabus) from Cambridge institute (Abu Dhabi) U.A.E.
- AutoCAD release-13 certified.
- Extensive professional training in service and customer relationship building from Ricoh/Nashuatec/Brother & Xerox.

ADDITIONAL SKILLS

- Excellent communication skills
- Good presentation skills
- Good computer working knowledge

EXIBITIONS PARTICIPATED

- Gitex 2001-02 and 2002-03, Dubai – U.A.E

PERSONAL PROFILE

Date of birth - 22nd January 1977
Nationality - Indian
Marital status - Married
Languages known - English, Hindi

MOHAMMED.IMRAN