PERVAIZ GHULAM RASOOL
Customer Support Engineer
Curriculum Vitae

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Skype ID: **fahadpg**
Date of Birth: 1968
Valid KUWAITI Driving License

OBJECTIVE: Seeking a challenging position.

CAREER PROFILE

➢ Solid track record in repairing all kinds of PC, printers & MFP.

➢ Certified Printer Service Engineer of OKI, Konica Minolta and HP.

➢ Certified MCSE Engineer of Acer, HP, Stratus , PB, E-Machine, Dell, IBM, Gateway & LEO.

➢ Last job: Sales n Service Representative

➢ Skilled team-builder and leader.

➢ Strong ability in solution strategy creation.

➢ Keen understanding of technical.

➢ Working on Bank card printers CIM Combi 500

EDUCTAION:

1986	**Passed Secondary School Examination. (Science)**
	Gujranwala Board (Pakistan)
1987	**Diploma of Associate Engineer**
	Punjab Board of Technical Education, Lahore (Pakistan)
1992	**Passed Intermediate Annual Examination**
	Gujranwala Board (Pakistan)

EXPERIENCE:

Jan 1988 till 1993 **Customer Support Engineer.**   **Zaid Al Kazemi Co. Kuwait.**
Jun 1993 till 2012 **Service Supervisor.**   **Al MULLA Group. Kuwait.**
Dec 2012 till 2014 **Sales n Service support**   **Younas Enterprises . Pakistan**
July 2014 Up to date **Sales n Service Support**   **APEX Int Trading Co. Kuwait**

PROFESSIONAL TRAINING:

2003	**MCSE (Microsoft Certified System Engineer)**
	(Microsoft Training Centre) Pakistan.
1996	NOVELL Education Certification
	NETWARE 4.X Administration
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	NETWARE 4.X Advanced Administration
1999	Product Training on OKI LED Printers (**ENGLAND**).
	Models: 6W, 8W, 8P, 8IM, 10E, 10EX, 12 I/N, 20N, 20 PLUS, 24DX, 8C & 8 PLUS
1999	Product Training on OKI MICROLINE SIDM Printers. (**ENGLAND**).
	Model: ML280, ML300 Series, ML500 Series, ML3300 series, ML3410 ML 395B/C, ML320/390FB, ML4410.
2002	LEO PC Assembly & Quality Control Course. (**U.A.E**)
2003	Stratus ftServer 3200 System Administration.
2005	Certificate of Technical Training on Konica Minolta bizhub C250/350/450 Engine.
2005	Certificate of Technical Training on Konica Minolta bizhub C450/C351/C251 Upgrade.
2005	Certificate of Technical Training on Konica Minolta bizhub C250/350 Controller & Fax.
2005	Certificate of Technical Training on Konica Minolta bizhub 162/210
2006	Certificate of IPG Technical Seminar
	- Networking Printing Fundamentals-Universal Printing Drivers
	-Web Jet Admin-MFP Digital Sending
2006	2006 **Konica Minolta Certified Associate. (JAPAN)**
2006	Certificate of Achievement (2811) Apply Microsoft Security Guidance.

2006	Certificate of Technical Training on Konica Minolta bizhub 200/250/350 Controller & Fax (Phase 2.0)
2006	**Konica Minolta Certified Professional. (JAPAN)**
2008	Acer Veriton 6800/6900 technical course (passed exam on 25-05-2008)
2008	Acer Aspire 5920 notebook technical course (passed exam on 25-05-2008)
2008	Acer ESD awareness course (passed exam on 27-05-2008)
2008	Acer Veriton M661/T661 technical course (passed exam on 04-10-2008)
2011	**HP Certifications**
	1: Accredited platform solutions HP LASERJET SOLUTIONS
	2: Accredited Sales Professional HP SERVICE SALES
	3: Accredited Platform Specialist HP PROLIANT ML/DL/SL SERVERS
2011	OKI MFP (color printers) training attended in Dubai.

Worked as service supervisor:
And preformed following jobs as SS:

- ➢ Supervised technical team, assigned service call, and arranged spare parts, RMA, DPR and SPO.
- ➢ Review the overall business plan and provide necessary explanations and recommendations to management.
- ➢ Analyze department's functions to pinpoint opportunities and areas that need to be reorganized , or up-sizing or down-sizing or elimination
- ➢ To direct the subordinates to manage the various activities of their section & ensure that all the targets are met for the submission of the various management reports. Review reports with management to analyze projections, plan against actual figures, budgeted expenses against final totals; suggest methods of improving the planning process as appropriate.
- ➢ To analyze spare consumption on a fortnightly basis, suggest quantity of spares to import and manage inventory at minimum 3 months level.
- ➢ To recommend new product spares inventory as and when required.
- ➢ To mobilize entire resources to achieve online call registration, attendance of 90% call within 4 working hours, completion of 80% repair activity within 48 hours.
- ➢ Ensure focus on customer requirements throughout the section and to achieve highest customer satisfaction.
- ➢ Along with management monitor daily activities & ensure adequate resources are available to cater customer's request.
- ➢ Provide technical inputs to engineers & arrange training on product knowledge.
- ➢ Possesses good troubleshooting skills for Desktop computers, Notebooks.
- ➢ Worked on CIM Card Printers Konica Minolta, OKI, Citizen & Sharp printers, Copiers & MFP also.
- ➢ Implemented PC assembling workshop starting from assembling till Quality Control check of (LEO) brand.
- ➢ Handled Gateway products, PCs & NB.
- ➢ Supervised ASP workshop of Acer, PB, E-machine & Gateway products.
- ➢ Excellent command on: (read, write and speak English, Arabic, Urdu, and Punjabi)