RAUT AUGUSTINE SURESH

Bhagwati Bellavista.
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OBJECTIVES:

To obtain a long-term career with an organization. Which has a strong background that provides good opportunities for utilizing my knowledge & expertise for enhancement of professional and personal status.

WORK EXPERIENCE:

Present Organization: M/s. DIVINE SAVIOUR ELECTRO SYSTEMS (Tenure: Jan 2015 to till date)

Designation: Area Manager.

Profile: Sales & Service Computers, Printer, CCTV, Solar Systems, Inverter's and many other Product's

Previous Organization: M/s. SYSNET GLOBAL TECHNOLOGIES Pvt. Ltd.(Tenure: July 2010 to Dec 2014)

Designation: Team leader / senior Customer Support Engineer

Profile: work with SBI BANK of NaviMumbai region (43 Branch's) senior customer support engineer.

Assist all junior engineers in complex cases and evaluateproducts for customers.

 Maintain a thorough understanding of Local Area Net Working

Configuring and installing client and server network software for upgrading and maintaining network and telecommunication systems.

Maintaining multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities

Managing assigned projects and program components to deliver services in accordance with established objectives.

Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors and etc. to provide technical assistance and support

Supervising the administration of systems and servers related network to ensure availability of services to authorized users.

Troubleshooting malfunctions of network hardware and software applications, telephones and security systems to resolve operational issues and restore services.

Any other duties as assigned by management

Previous Organization: **M/s. PCS TECHNOLOGY LTD.(Tenure: July 2007 to August 2010)**

Designation: Customer Support Engineer

Profile: work with onshore / offshore for ONGC as customer support engineer.

Manage all customer issues and if required escalate it to required departments.

Analyze customer issues and develop necessary actions and ensure optimal levels of customer satisfaction to provide appropriate support for same.

Perform troubleshoot on all network and application issues and recommend resolutions to ensure better customer services.

Manage requests from internal and external clients and resolve it through email and phone.

Maintain accurate customer documents and prepare reports for all issues and resolutions.

Assist all junior engineers in complex cases and evaluate products forcustomers.

Other work experience:

Printers Repairing **:** Inkjet, Desk Jet, Mono LaserJet, color LaserJetDot-matrix & Plotter & N\W Printers

Scanner Repairing : A4 Scanner

Laptop Repairing : Lenovo, HP, Acer, Dell etc.

Achievements

Certificate achievement from **AWSP - RTD08 Lenovo NotebookSystems Hardware Service Training**

Certificate achievement from LENOVO **AWSP - RTT08 ThinkPad TabletSystems Hardware Service Training**

Certificate achievement from LENOVO **AWSP - RXWT1 WarrantyBasics for Technicians**

Certificate achievement for **Field Service - Lenovo Idea CentreDesktop Authorization Training**

Certificate achievement for **Field Service - Lenovo Idea PadNotebook Authorization Training**

Certificate achievement for **Field Service - Lenovo Idea PadTablet Authorization Training**

Certificate achievement for **Field Service - Lenovo ThinkNotebook Authorization Training**

Certificate achievement for **Field Service - Lenovo Think DesktopAuthorization Training**

EDUCATIONAL QUALIFICATIONS:-

First-class (Short-Term) **Diploma in Electronic. Engg.** In Kohinoor Institute, at Panvel.

Completed **Hardware & Networking** with **68%** in Jetking at Panvel.

Appeared **CCNA** in **C.M.S.** at Vashi.

Completed **AUTOCAD MCED Course** with **82%** in Essay InfoTech Computer Institute at Kalamboli

MS-CIT Course with **61%** in "Essay InfoTech Computer Institute" at Kalamboli.

PERSONAL DETAILS

• Date of birth: 13th July 1984.

• Marital status: Married.

• Languages Known: English, Hindi and Marathi.

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

(Augustine S. Raut)