



Samirbhai bhanabhai patel (ELECTRONICS ENGINEER)

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● ABOUT ME

I am looking forward to a career which provides an environment to put into practice my skills and capabilities, offers a learning experience and sufficient challenges so that it would help in bringing out the best in me and can offer me considerable growth.

● WORK EXPERIENCE

20/07/2013 – 30/06/2014 surat, India

TRAINEE ENGINEER SAMSUNG SERVICE CENTER

Samsung service center, surat.

Services of smartphone, laptop, camaras. also do install the related software and windows.

20/07/2014 – 31/05/2016 surat, India

TEST AND SUPPORT ENGINEER CURSOR SOFT PVT.LTD

As a test and support engineer in production department. We made LED board, announcement circuit and services vega ticking machine. Also handling the team for onsite maintenance services.

01/09/2016 – 30/04/2018 surat, India

FLOOR MANAGER LENOVO -MOTOROLA SERVICE CENTER

Team handling and managing customer services. solving any technical troubleshooting and customer's query. day to day reporting as well as mail.

07/02/2019 – 31/12/2020 Central west aafrika , Gabon

PRODUCTION MANAGER GABON TIMBER INDUSTRY

Managing the manpower and handling whole production with best quality and target. Also work in office as HR . Daily make production report. daily check attendance report. also every sunday check all machine maintenance.

01/02/2021 – CURRENT navsari, India

SERVICE MANAGER GPS TRACKINGWALE

- Defining and managing service level agreements with customers.
- Managing external service providers.
- Assigning tasks to technicians throughout each work day that are based on technician availability, and the technician's skills.
- Reviewing both tactical and longer-term metrics for team and handling performance that is outside of the defined thresholds.
- Resolve issues related to the product..
- Prioritize and manage the workflow.
- Keep track of system issues and adhere to the agreed timeline
- Interact with clients via phone, email or chats and provide concise written/verbal instructions.
- Maintain procedural documents and reports.
- Ensure proper documentation of all issues.

- Follow up with clients, ensuring their device are functioning properly after troubleshooting.
- Train team on how to use different systems.
- Monitor daily performance of technical systems.
- Help companies deploy new software or hardware systems.

● EDUCATION AND TRAINING

01/08/2009 – 01/06/2013 surat, India

BACHELOR OF ENGINEERING Gujrat technological University

01/06/2008 – 31/03/2009 bilimora, gujrat, India

H.S.C G.H.S.E.B

12/06/2006 – 31/03/2007 India

S.S.C G.S.E.B

● LANGUAGE SKILLS

Mother tongue(s): **GUJRATI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
HINDI	C2	C2	C2	C2	C2
FRENCH	A2	A2	A2	A2	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Office (Microsoft Word Microsoft | Windows Installations | hardware and networking | team handling | QUICK DECISION MAKING | Inventory and inventory management | Admin | Quick learner | Team-work oriented | Decision-making | Organizational and planning skills | Responsibility | Good listener and communicator | Soldering / Soldering SMD | PCB repairing | Microsoft Excel | Social Media