

## **BIMAL GEORGE**

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United Arab Emirates

## 

Excellent interpersonal communication skills with the ability to work well with the customers.

**Customer Relationship Management** 

Help desk and tech support Hardware Assembly, Maintenance,

Peripherals, Printers, drives.

Strong analytical thinking as well as the ability to apply logical methods in identifying and solving technical problems.

Demonstration of highly effective problem solving skills, customer production issue follow up.

Good knowledge in English - verbal, written and communication.

Working knowledge of Microsoft office Excel,word and PowerPoint.

## Languages

English

Malayalam

Tamil

Hindi

### ♣ Personal Details

Date of : 30/10/1996

Birth

Nationality: Indian

Profession: Electronics And

Instrumentation

## Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

### Experience

SOFTLAND INDIA PVT LTD, TRIVANDRUM

09/2020 
Customer Support Executive

10/2022

- Manage, Configure, Troubleshoot all Tenants POS devices Hardware and Software.
- · Cashier, Customer Relationship Management
- Installation of software according to customer's preference.
- Work with developers to troubleshoot programming errors.
- Troubleshooting applications with issues by working with the customer,in their facility,to identify the root cause and implement solutions.
- Validation of product performance at customer site
- Work with new and established customers to identify technical specifications.
- Gathering daily and monthly reports for all retailers technical incidents.

### Ambit Automation

Industrial Automation Professional

Working in various PLC's.

30/12/2019

02/06/2019

- · Working knowledge in SCADA, VFD, HMI.
- Having certification in Industrial Automation Professional

### Education

St Joseph's College of Engineering and Technology, Palai

B.Tech Electronics and Instrumentation

2019

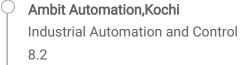
Engineering

6.70

Shree Vidyadhiraja Higher Secondary School Ettumanoor

Higher Secondary 2015

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### **1** INTERNSHIPS

# Advanced Training Institute For Electronics and Process Instrumentation, Hyderabad

 Successfully completed one week course on ALLEN BRADELY PLCS AND LADDER PROGRAMMING

## Keltron Control Division, Aroor, Alappuzha

Industrial Training in various Strategic Business Units.

## Projects

### Quality control using micro controller

- Quality of an object is determined by its shape and dimensions.
- Micro controller pic -23 is used.
- An object is passed through the conveyor belt.
- When the object doesn't satisfy the specification criteria,a control piston ejects out the object from the conveyor.

### **L** CERTIFICATE

#### BSS SKILL MISSION Certificate

 Successfully attended the evaluation conducted by BSS Skill Mission in Industrial Automation Professional.

## **?** Achievements & Awards

|  | Participated in National level Tech Fest SHRISTI held in |
|--|--|
|  | Saintgits college of Engineering and Technology in 2018  |

Several prizes in sports and athletics in college and school level.

### **DECLARATION**

 I do hereby declare that the above given statements are true and correct to the best of my knowledge.

Bimal George