

Puru Gosain

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PROFFESIONAL SUMMARY

- A competent professional with three plus years of experience in different verticals like Field Support Services, Deployment, Process Operations, Customer Service, and Customer Relationship in the Service Industry.
- Efficient in liaising with Client and understanding their business needs and ensure that their needs and expectations are met.
- Resourceful at maintaining cordial relations with customers & providing value added customer service, ensuring quality and service norms to achieve customer satisfaction.

SKILLS

- Experience in diverse assignments including simulating and testing of digital and analog circuits using electronic test equipment.
- Designed and Printed Circuits Boards from schematics using CAD software (Proteus)
- Worked with AutoCAD 2016 for the production of block diagrams, schematic symbols, schematic diagrams and electrical wiring diagrams.
- Adept in VHDL coding and Assembly Programming.
- Technically proficient with Windows OS, MS Office, C, Proteus, Multisim, AutoCAD, ModelSim 10.0c and Code warrior IDE

Academic Qualification:

Electronics Engineering Technician

Sheridan College, Brampton, Canada August 2016

Courses: Digital Principles, AC Circuits, Microprocessors, Electronic Fabrication, Electronic Drafting and CAD

PROFESSIONAL EXPERIENCE

Company: Scheidt & Bachmann, Cambridge, ON, Canada (Toronto Transit Commission)

Designation: Field service Technician, Fare Collection Systems.

Duration: April 2018– Present

Job Profile:

- Responsible for installation, repair and maintenance of S&B fare collection systems including system hardware, electrical connections and sub- assemblies.
- Providing FLM and SLM services on devices like AVM, SRVM, FMVDs and Fare Gates respectively which includes but not limited to, maintenance, troubleshooting, repairing, performing upgrades quality support during testing.
- Performing duties while adhering to the appropriate security and safety procedures (by using proper PPE and following guidelines as mentioned in the SAF901, SRB901 training and rule book) when working on the equipment on customer property ensuing smooth operations.
- Contribute to team effort and providing on- call support as required and following accurate and ethical reporting.

Company: NCR Canada, Scarborough ON, Canada

Designation: Customer Engineer, NCR ATM and OLG

Duration: February 2018– April 2018

Job Profile:

- Serviced electromechanical equipment like ATMs and OLG lottery machines with the goal of keeping the customers completely assured and satisfied.

- Performing maintenance repair and system overhauls according to the customer's requirement.
- Demonstrated to customers the proper methods for operating the equipment after it had been installed.
- Copied, logged and scanned supporting documentation.

Company: DC Payments Now Cardtronics , Mississauga, ON, Canada

Designation: Electronics Bench Technician, ATM Refurbishment

Duration: January 2017– February 2018

Job Profile:

- Tested various types of ATM components such as Triton, Nautilus Hyosung, Wincor using working test ATM's , microscopes, oscilloscopes, multi-meters, voltage calibrators, spectrum analyzers and other laboratory instruments.
- Repaired ATM parts using a variety of computer software, schematics, wiring diagrams, testing instruments and other hand and power tools.
- Troubleshoot electrical equipment problems such as electro-valves and sensors.
- Streamlined repair processes to ensure minimal downtime

Company: Ingenico Canada Ltd, Mississauga ON, Canada

Designation: Depot Repair Technician, POS Refurbishment

Duration: August 2016– January 2017.

Job Profile:

- Repaired Ingenico pin pad machines, generic restore and assembly upgrade.
- Performed diagnosing tests on Point-of-Sale (POS) using State (POS testing computer program).
- Worked on Point-of-Sale circuit boards and performing diagnosing tests using multimeters, oscilloscopes to isolate problems to component level.
- Fixed Point-of-Sale terminals and Point-of-Sale circuit boards, according to technical manuals (schematics) and by performing through-hole soldering respectively.

Company: Sheridan College Residence, Brampton ON, Canada

Designation: Residence Service Representative

Duration: August 2015 – September 2016.

Job Profile:

- Greeted Customers and made them feel welcomed.
- Organized New Student Move-In Day, to check in 250 students in a single day, leading to successful management of this large workload in a limited amount of time.
- Assisted with rental applications, answering calls of current and prospective residents to ensure relevant and useful information is communicated to the students.

Company: Esso Gas Station, Brampton ON, Canada

Designation: Front Desk Cashier

Duration: December 2014- August 2015.

Job Profile:

- Ensuring customer satisfaction at every stage of sale and responding to their queries with accuracy & courtesy.
- Upselling products to meet sales targets, utilizing referral base and strong customer relationships to achieve desired results.
- Communicating with vendors and assisting with restocking, shelving & product displays to improve aesthetics of the store in order to push up sales.

REFERENCES

Available Upon Request