

B.V.P Rajesh

Information System Testing Training Technician

License No SE 11253756: Electronic Security Systems – Bureau de la Securite Privee – Quebec

PERSONAL ATTRIBUTES

- *Efficient Technical Engineer aiming to secure a Technical Engineer opportunity to apply 11 years of software and hardware installation and repair to enhance the team. Strategic and analytical with expertise in product development testing.
- *Analytical Technical Engineer bringing 11 years of design support and implementation. Eager to utilize a strong background in troubleshooting and resolution to add an invaluable new facet to the company.
- *Knowledgeable Support Engineer able to adapt freely to diverse situations and changing demands. Well-versed in software and skilled in Technical.

Work History

2019-08 - Current	Information System Testing Technician <i>Imotion Enterprises Inc, Montreal, Canada</i> - Working with end user customers to understand requirements and provide exceptional customer service. - Working with information system training testing technician to resolve hardware and software problems, improve operations and provide exceptional customer service. - Onsite implementation with Hardware and Software with operating system, SQL software, access control system software and other solutions. - Execute troubleshooting and server support, including in-person and remote situations. - Performed scheduled service work, including installations, testing and repairs. - Provided technical support in both on-site and telephone consultations.
2013-01 - 2018-08	Senior Technical Engineer <i>SECURTEX ME FZCO, Dubai, UAE</i> - Heading the technical team with the projects and implementation. - Making technical presentations and demonstrating how a product meets client needs and solution. - Preparing the technical, trouble shooting, user manuals documents for partners and end users. - Designing of the Security solutions related with other security

Personal Info

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Skills

face to face Product Demo Sales negotiations	Excellent
Project implementation Problem Solving Product	Excellent
Customer support	Excellent
After Sales Support	Excellent
Communication skills	Excellent
Customer Service	Excellent
Troubleshooting and resolution	Excellent
Solution Designing	Very Good
Strong interpersonal	Very Good

products like Access control, Visitor Management, CCTV, Fire Alarm, VMS, Time & Attendance System with customized software solutions, etc.

- Supporting the Sales / Technical team with the complete Demonstration, product implementation, after sales support.
- Managing and maintain Security solution like CCTV, Access control, T & A , Visitor management system, Wireless paging system, Disabled Toilet Alarm System, Customization software solutions, etc.

2007-01 - Technical Engineer

2012-01 *RCG HOLDINGS LIMITED*

- Making technical presentations and demonstrating how a product meets client needs and solution.
- Pre-sales and customer support with various projects.
- Supporting the sales team with security solution designing and implementation.
- Presentation on the software and hardware products at customer sites.
- Complete software and hardware technical support with trouble shooting.
- Customer technical support after sales.

Education

2004-06 Bachelor's Degree : Computer Science

2007-06 *Indian Institute of Science And Technology - Hyderabad, Telangana*

1998-01 Typewriting Higher Grade

1998-07 *State Board of Technical Department - Hyderabad, Telangana*

2000-09 Honors' Diploma in Computer Software

2001-03 *Lakhotia Computer Centre - Hyderabad, Telangana*

Certifications

Access Control System – HID Global Vertx, Pacom, Paxton, SysGalaxy, Honeywell, ZKTECO, Suprema.

Visitor Management System – HID Easy Lobby, Solo, Kyros Intl Inc, Honeywell.

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Software installation  Very Good

Implementation  Very Good

Project management  Very Good

Software installation  Very Good

System deployment monitoring  Very Good

Languages

English  Native

Telugu  Native

Hindi  Native

Software

SQL Software  Very Good

Ms-Access Database  Very Good

SQL Script and Query  Good

Product Knowledge

Time Attendance, Access Control

System, Guard Tour System, CCTV,

Visitor Management System, Disabled

Toilet alarm, Web Based Application,

Desktop Software Installation,

Biometrics, RFID, Long Range Readers,

Gate Barrier System. FTP, IIS, Firewall,

Networking sharing, PC Setup.