**Yoshabanta Kumar Dash**

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Mobile:-7381032302

**PROFESSIONAL SUMMARY**

Hardworking Customer Service Representative with 12 years of experience working with both industrial and electronic E-surveillance .Committed to maintaining professional relationships with clients to increase profitability and drive business results. Goal-oriented individual with a pleasant personality and a tenacity that knows no restrictions. A multitasking Physician Liaison considered highly ambitious, willing to meet or exceed monthly quotas and capable of maximizing brand awareness.

**SKILLS**

|  |  |
| --- | --- |
| * Conflict resolution * Data management * Report writing * Staff development * Risk management processes and analysis * Materials preparation | * Project management * Team leadership * Document scanning * Hardware evaluation * Process implementation |

**CARRER HISTORY**

**Asst.Project Manager**

**GENUS POWER INFRASTRUCTER LTD** – Bhubaneswar-Odisha, India 08/2020-Present

* Handling Installation & Erection for Meter & Modem unit.
* Handling MIS Report.
* Involved in the process setting Team Achievements..

**Territory Service Manager**

**SECURENS SYSTEMS PVT LTD** – Bhubaneswar-Odisha, India 07/2015 – 05/2020

* Wide Range of Handling Banking, Retails clients for Active Deterrence(Fire Alarm System,CCTV With Two way Audio System,Burglar Alarm System)
* Responded to customer requests via telephone and email and effectively answered questions and inquiries.Identifying and delivering all relevant / appropriate opportunities
* Inspiring and motivating staff to increase service.
* Coaching, challenging and supporting employees.
* Involved in the setting of service and financial targets.
* Oversee each engineer location and monitor and report on performance.

**AREA SERVICE MANAGER**

**MONOTECH SYSTEMS LTD**- Bhubaneswar, India 07/2012 - 07/2015

* Looking after Eastern Region i.e. Orissa.
* Handling a machine population of over 200 on a vast Geographical distance.
* Responsible for overall Installation & Taking care of all Service Parameters set by the company.
* Wide Format Printers & Copier, Plotter, Scanner and Multi Function System Assembling & Production of the machine i.e. OCE', ROWE CONTEX ,CANON)
* Helping to increase the machine population by giving lids.
* Constantly working on increase revenue in service.
* Always introduce meeting with customer and know his problem and Sorting out customer issue.
* Service contract Retention.
* Handling 5 engineers.
* Helping in recovery of Outstanding.
* Looking on all the administrative part for this region.

**SENIOR SERVICE ENGINEER**

**Mehta Cad Cam Systems Pvt. Ltd** - Bhubaneswar, India 07/2010 - 07/2012

* Installation & Servicing.
* Prepare presentations for customer, assist in reviewing topology and closing opportunity.
* Provided with technical support and proposal.
* Meeting with the customers to promote the new product by giving demos and assist with the development of the existing product.
* Provided design support, up gradation and changes to the existing systems.
* Core Co-ordination in office administration.

**CLUSTER LEADER**

**OSWAN [Orissa Wide Area Network (NeGP) From OCAC]** - KEONJHAR, ODISHA 05/2008 - 07/2010

* Infrastructure
* Electrical
* DG
* Router Configuration.
* Switch Configuration.
* V.C
* IP Phone Configuration & Troubleshooting.
* Printer

**EDUCATION**

* Master in Business Application -ICFAI-**TRIPURA\_**Cont
* Bachelor Of Computer Applications -**Sambalpur University**
* Diploma in Electronics and Telecommunication (PKAIET) **- Bargarh**
* Matriculation - **Balasore**

**CERTIFICATIONS**

* Diploma in Hardware and Networking
* Programmable Logic Controller(PLC) With SCADA from CTTC, Bhubaneswar.

**PERSONAL DETAILS**

* Name : Yoshabanta Kumar Dash
* Father : Jitendra Kumar Dash
* Date of Birth : 28th June 1983
* Nationality : Indian
* Marital status : Unmarried
* Language Known : English, Hindi, Oriya,

**REFERENCES** - Available on request.