

RESUME

Vikram Kailash Patil

PUNE, MAHARASHTRA, INDIA

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CAREER OBJECTIVE

- Interested to work in an organization where innovativeness would be given great opportunity and I can develop along with the company applying my skills for the growth of the company.

KEYRESULT AREAS

- **Target Achiever and Result oriented.**
- **Proactive and go-getter.**
- **Well versed with Computers.**
- **Always commanded respect from juniors & seniors alike.**

ACADEMIC PURSUIT

Course	Institute/College / School, Location	University/Board	Percentage	Year of Passing
Post-Graduation (MBA)	JSPM,wadak , pune-411057	Pune University	Appearing	Appearing
Graduation (BCS)	K.B.P college, urun-islampur	Shivaji University	71.30%	2016
HSC	K.B.P collage, Urun-islampur.	Maharashtra Board	53.57%	2013
SSC	S.N.M.S.S.S, Chennai.	CBSE Board	77.90%	2011

COMPUTER PROFICIANCY

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- Well Known OS: Windows , Mac OS, Linux OS
- Well known Programing Languages : C, C++.
- Hardware And Networking.

ACADEMIC PROJECT

1) Avishkar .

Environment : Hydraulic JCB

Description: The System is developed for explaining the power of water and how we can utilize it in spite of oil.

2) Tow Wheeler Showroom Management System.

Description: The System is developed for Maintain the records about two wheeler showroom like new entry in showroom, availability, Bike deceptions and presentation and generate the Daily and Monthly reports.

EXPERIENCE PROFILE

- 2 years and 9Months i.e 35 months of total Experience.

PROFESSIONAL EXPERIENCE

Company name	:- <u>Regenersis Pvt. Ltd, India.</u>	
Company Profile	:- Established in the year 1993 Regenersis, firm became well-known for its' best IT & Telecom services & repairs for all stages of the product lifecycle: be it for the product's aftersales warranty support, maintenance support, exchange/take-back or product recycling.	
Website	:- <u>www.regenersis.in</u>	
Area of working	:- <u>Pune, Maharashtra, India.</u>	
Designation	:- <u>Service Engineer.</u>	
From	:- 20 July 2016	To :- 3 March 2017
Job Description	:- <ol style="list-style-type: none">1. Troubleshoot the windows devices for the hardware and software issue and resolving the issues accordingly.2. Communicating with Dell User and Dell Technical team.3. Customer support : For software and hardware issue.	

Company Name :- **B2X service Solutions Pvt. Ltd.**

Company Profile :- As the premier after-sales service provider for smartphones and consumer electronics, B2X is at the forefront of customer care. B2X helps to streamline after-sales operations for manufacturers providing full visibility and control over the customer care experience.

B2X's SMART SERVICE Platform connects over 500 authorized service partners and more than 1,100 industry experts in 140 countries – empowering customer to deliver consistent service excellence to build long-term customer relationships.

Website :- www.b2x.com

Area of working :- **Pune, Maharashtra, India.**

Designation :- **Service Engineer.**

From :- 6 March 2017 **To** :- Till date

Job Description :-

1. Troubleshoot the **Mac** and **iOS** devices for the hardware and software issue and resolving the issues accordingly.
2. Communicating with Apple User and Apple Technical team.
3. Customer support: For software and hardware issue.
4. Managing ACSE parameters.
5. Managing team and get work done by whole team.

PROFESSIONAL CERTIFICATIONS

1. Apple Service Fundamentals 2016
Apple Service Fundamentals 2017
Apple Service Fundamentals 2018
2. Apple Certified iOS Technician 2016
Apple Certified iOS Technician 2017
Apple Certified iOS Technician 2018
3. Apple Certified Mac Technician 2016
Apple Certified Mac Technician 2017
Apple Certified Mac Technician 2018

All certification required for Apple products are completed.

PERSONAL PROFILE

FATHER'S NAME :- Patil Kailash Rangrao

PERMANENT ADDRESS :- A/P: Kameri, Tal: walwa , Dist: Sangli Maharashtra , 415403.

PRESENT ADDRESS :- Flat no 101, Chavan bldg. jijau mata nagar , Ambegaon bk,
dhankwadi , pune

DATE OF BIRTH AND PLACE:- 10TH October 1994, kameri

MARITAL STATUS :- Unmarried

LANGUAGES KNOWN :- English, Hindi, Marathi, Tamil (All can be read, write and speak
fluently).

HOBBIES :- Photography, sketching, riding bikes .

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Vikram Kailash Patil)