



**S. SARATH KUMAR**

**IT SALES EXECUTIVE CUM IT ENGINEER L1**

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### **PROFESSIONAL SUMMARY:**

An accomplished, results-driven sales professional with over 3 years of sales experience focused on IT Products. 7 years of working experience in India and United Arab Emirates. In Dubai, 3 years & 6 months of experience in Sales & Marketing(IT) and IT Engineer L1. Resolves Problems quickly, delivering high levels of customer satisfaction. To Promote products and services to clients based on their requirements. Create solutions and ensure smooth sales process.

### **WORK EXPERIENCE:**

**IT Sales Engineer CUM IT Engineer L1 – March 2021 to Present**

**ZAP COMPUTER TRADING LLC - Dubai, UAE**

- Actively seeking new accounts in a wide variety of locations.
- Prospecting with new and existing customers through cold calling on daily basis.
- Researching new market and sales opportunities.
- Executing an organized, efficient and structured sales process.
- Quickly responding to customer requests for information and prices.
- Identify, co-ordinate and participate in client relationship with activities and meetings.
- Identified strategic partnerships and gathered market information for competitive advantage.
- Troubleshooting the Laptops and Printer problems. Part replacement and Software installation
- Strong knowledge of customer support standards and processes, including problem resolution.
- Sometimes support with customers to Remote support to resolving issues.
- Research, evaluate potential suppliers and develop new vendors in accordance to company's SOP.
- Negotiate and co-ordinate with supplier for best possible prices and on-time delivery.
- Generate purchase order and forward to respective suppliers.

**L1 Support Engineer – February 2020 to February 2021**

**MARS COMPUTERS LLC – Sharjah, UAE**

- Troubleshooting the Laptops and problems resolving.
- Setup new laptops, assemble and dismantle of laptops
- Operating System installation: Windows, MAC, Linux
- RAM Upgrade and softwares installation

- Printer Installation & Configure Printers on network, maintain and ensures the proper function of Printers, Scanners or Network Printers.
- Installing Software for new Printers or updating existing software to ensure optimal performance.
- Performing maintenance on Printers such as replacing ink cartridges cleaning the print heads
- Doing Sales for Indoor like: Hard disk, SSD, RAM

**Desktop Support Engineer – July 2017 to December 2019**

**IQOR GLOBAL SERVICES INDIA PVT.LTD – Bangalore, India**

- Install, Upgrade and troubleshoot Operating systems, authorized desktop applications, hardware and peripheral equipment.
- Co-ordinate and execute preventative maintenance and remedial repairs on PC's, Laptops, Printers and Peripherals.
- Return defective equipment to maintenance inventory, document customer repairs and maintain restock parts inventory.
- Installing verified hardware and software applications.
- Complete weekly security scans to check the full computer network for any viruses/malware infected machines and respond accordingly.
- Used a variety of systems and services to resolve incidents and complete end-user requests
- Escalated issues to senior members of the team where necessary.
- Provided telephone and email-based IT support, walking clients through how to solve the system issues.
- Support executives when its needed hands on or remote.
- Resolved escalated technical issues forwarded from the Helpdesk group.

**Stores Executive – August 2015 to March 2017**

**CARE IT SOLUTIONS PVT. LTD – Bangalore, India**

- Maintain day to day stock inventory and IT Asset Maintenance.
- Support with Customers, Vendor's and Third Parties for goods shipping.
- Support with Customers and Vendors for RMA Products on daily basis.
- Deliver excellent customer service to ensure high levels of satisfaction.
- Respond to customer complaints in a professional manner.
- Support with Customers to give AMC Products. Like: Laptops, PC's, Printers, Monitors and Servers.
- Ordering stocks in time before purchase run out.
- Maintain minimum stocks in stores for all IT Products. Like: Laptops, Monitors, Motherboard, RAM, SSD, Printers.

## **SKILLS:**

- Superb telephone etiquette and able to professionally talk to key decision makers.
- Ability to work under pressure, managing uncertainly and adapt to rapid change.
- Confidently presenting the company products and services to customers.
- Proficient in MS-Office (Word, Excel & PowerPoint).
- About Products knowledge for related Software and Hardware.

## EDUCATION:

- Studied **Bachelor of Technology (Information Technology)** at Sastra University, Thanjavur (India) and Secured **5.4 CGPA**.
- Studied **Diploma (Computer Science Engineering)** at Shanmuga Polytechnic College, Thanjavur (India) and **Marks in 87%**

## PERSONAL DETAILS:

Date of Birth : 27-10-1993  
Father's Name : Mr. G. Srinivasan  
Nationality : Indian  
Languages Known : English, Tamil, Hindi and Kannada  
Hobbies : Surfing Internet, Playing Volleyball, Football, Cricket