

DINESH M

NO.#76,VINAYAKA LAYOUT
DODDANAGAMANGALA
ELECTRONIC CITY II PHASE
BANGALORE, PIN NO:560100

MOBILE NO: +918722815496
Email ID: dineshmd56@gmail.com

PROFILE SUMMARY

Over 9 years Plus of comprehensive experience in the arena of:

Customer Relationship Management Technical Support Team Management Software Testing

Skilled in managing successful **technical as well as service LYF , JIO phones operations and Realme Phone software testing**, experience in implementing procedures & service standards for business excellence. Ensuring stable and Bug free software to Customer, handling all service& quality related issues and **managing relationships with Customers**.

Conducting-in-depth evaluation of customer feedback. Consulting with the RD Team to provide solutions as per the User Bug issue. **Acting as an escalation point** for providing continuous support to customers by addressing all their issues.

ORGANIZATIONAL EXPERIENCE

Presently designated as Realme Phone software test engineer in Bangalore

Deputation / Growth Path:

July 2015– Dec 2016	Service Engineer in HTC Smartphone- FLEXTRONICS TECHNOLOGY INDIA PVT LTD BANGALORE
Dec 2016– Dec 2017	Service Engineer in HTC, Google Pixel and MI Smartphones –TVSE Electronics Bangalore
Dec 2017 – Feb 2022	Deputy Executive –JIO phone Refurbish Center In charge –Reliance JIO Info comm.
Feb 2022 – Till Now	Test Engineer in Realme – Marquis Technologies Pvt Ltd.

Key Result Areas**Test Engineer in Realme – Marquis Technologies Pvt Ltd.**

- Responsible for Realme exclusive service center in Bangalore
- Capturing all the Customer feedback as Defect Log and submitting to RD Team
- After RD fix the issue again Re-testing the issue with RD giving New software
- Attending Users who have bug issue in Realme smartphone
- Ensuring stable and bug free software
- Testing User Trial devices before launching in India
- Capturing log remotely with user and Service Center

Deputy Executive -JIO phone Refurbish Center In-charge –Reliance JIO Infocomm Pvt Ltd.

- Responsible for JIO phone Refurbish Center in Bangalore
- Reducing DOA & RR %
- Conducting RRL Monthly Refurbish Partner Audit on Process
- Maintaining Production and Quality
- Drive them for Monthly Target
- Maintaining Spare parts consumption
- Providing Technical support up to L4 level
- Conducting monthly spare Audit

Executive- L2.5 Service center for HTC Smartphone –TVSE Electronics Bangalore

- Replacing L2.5 Level components for HTC Mobiles
- Handling Team and Provide Technical support
- Knowledge in DOA Analyzing
- Analysis of Capture units program on HTC Mobiles
- Providing effective services to customers for enhancing their contentment levels by timely attending customer calls & sorting out help desk queries and filed Support

Executive-L2.5 Service Engineer and In-Charge of DOA Line for HTC Smartphone – Flex Tech India Pvt Ltd Bangalore

- Flextronics is a MNC Company which gives HTC Mobile repair servicing to the customers.
- I have handled Disassembly and Repairing Technician roles.
- Our role is to Repairing HTC Mobiles according to the MT1 Problems & Customer complaint.
- Refer HTC Service Manual for each HTC Model and understanding the problem, analyze problem after solve these customer problem and MT1 problem.
- Inspect each Parts (Mother Board&Display) after disassembling and identifying with good and defect stickers After move to RTV or Scrap.
- HTC-DOA Line In-charge

Achievements and Awards

- Passed in HTC Customer Service Maintenance Engineer at TVS Electronics Bangalore,
- BEST Senior Executive -JIO phone Refurbish Center In-charge –Reliance JIO Info com
- 2023 Performance achiever in realme mobile india .

ACADEMIC QUALIFICATION

CLASS/COURSE	INSTITUTION	BOARD OF STUDY	YEAR OF PASS	PERCENTAGE
DECE	Sri Sakthi Polytechnic College –Nachipattu.	Dote	2014	91%
HSC	Govt. Higher Secondary School, Kannakkurukai	State Board Tamil Nadu	2012	45%
SSLC	Govt. Higher Secondary School, Kannakkurukai	State Board Tamil Nadu	2010	83%

TECHICAL SKILL SET:

Operating systems: Windows 8,10
Computer Skills: MS Word, Excel, Outlook, Power Point

PERSONAL DETAILS

Date Of Birth : 01.06.1995
Gender : Male
Marital Status : Married
Religion : Hindu
Nationality : Indian
Languages Known : English, Tamil, Kannada, Telugu,Hindi
Permanent Address : No.267 K. mottur(V), Tharadapattu(P), Thandarampattu(T.K), T.V malai (D.T)
Tamil Nadu, Pin : 606707

Place:
Date:

Yours faithfully
(DINESH M)