



iOS Certified



Certified Mac Technician

## CONTACT

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## EDUCATION

### DIPLOMA IN COMPUTER ENGINEERING

Dec 2011

TEB, Gujarat

## COMPUTER SKILLS

Windows OS

Mac OS, iOS

Microsoft Office Suite

Hardware Troubleshooting

Installation and Configuration

Ticketing Tool

Remote Support

## PERSONAL DETAIL

DOB: 06 August 1990

Marital Status: Married

Languages Known: English, Hindi,  
Gujarati

# SUSHIL DUBEY

Service Manager

## ABOUT

I consider myself to be flexibly, a self- starter, persistent & confident, can work well under an office network consisting of different levels of senior hierarchies. My personality & language helps me put a positive impact for a wide variety of activities I present myself to be handling with great responsibility.

## CORE COMPETENCIES

Performance Analysis  
Real-time Engagement  
END User Management  
Team Management  
Asset Management  
SLA Management

Self Learner  
Escalation Management  
Interpersonal and Pressure Handling  
Vendor Management  
Budget Handling  
Asset Agreement Process

## EXPERIENCE

### SERVICE MANAGER

Apple Authorised Service Center ( Venus Data Products Pvt Ltd )

Feb '16 - At Present

- Manage Service Centre and all Stuff
- End user customer support
- Installation and Troubleshooting of Mac OS (El Capitan, Sierra, Yosemite)
- Maintaining asset inventory and asset agreement process
- Installation and Troubleshooting of iMac, MacBook

### CUSTOMER SUPPORT ENGINEER

Dell Authorised Service Provider (Silver Touch Technologies LTD) Mar '13 to Jan '16

- Troubleshooting hardware and software problems.
- Desktops & Laptops assembling and maintenance.
- Configuring and troubleshooting desktops, laptops and servers and also Configuring RAID
- Excellent troubleshooting skills in complex software and hardware problems.
- Troubleshooting of personal computers. On line Support to customers
- Onsite Support For Enterprise Customer
- Manpower Management
- Escalation Management

### SERVICE ENGINEER

Dell & Wipro Service Provider ( Compusoft Vision Pvt Ltd)

Jan '10 To Feb '13

- Troubleshooting hardware and software problems.
- Desktops & Laptops assembling and maintenance.
- Configuring and troubleshooting desktops, laptops and servers and also Configuring RAID.
- Excellent troubleshooting skills in complex software and hardware problems.
- Troubleshooting of personal computers. On line Support to customers
- Vendor Management
- Billing and Invoicing, Followup For Payment