



■ Priyabrata Swarnakar ■

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Gobardanga, Tepul

OBJECTIVE

□ To work with an esteem organization where I can utilize my learned knowledge and skills for the fulfillment of the organization's goal. My academic background and analytical skills along with my ability to work in a group will definitely be an additional advantage.

EXPERIENCE

Oct 2018 -
Present

- **Deputy Executive**
Reliance PPM Services Limited
 - As a Repair Technician for Mobile Service.
 - Customer Handling (Different type customer)
 - Followed repair processes, driving high quality and short cycle time.
 - Work also Non-Mobility Product.
 - Working Security System Maintenance And Service.[CCTV, Access Control System and Integrated Fire Automation System]
 - Also doing Sales Activity in 3 years.

Aug 2017
- Oct 2018

- **Repair Technician**
iQor Global Services India Pvt Ltd
 - Mobile PCB Repair [Level 4]
 - Read and understood diagrams and schematics to accurately perform repairs
 - Diagnosed system malfunctions and identified solutions to resolve technical issues.
 - Knowledge gain different model
Software upgraded.
 - Also Knowledge glued IC (Integrated Circuit) level Repair.

Dec 2016 -
July 2017

- **Mobile Repair Technician**
SAMSUNG SERVICE CENTRE
 - Customer Handling.(Different type of Customer)
 - Mobile Repairing Level [2.5].
 - Resolved customer complaints quickly and efficiently.
 - All Customer service (TAT<1Hours)

EDUCATION

2014

- **Bachelor of Arts[BA] Regular.**
 - West Bengal State University

2011

- **Higher Secondary**
 - West Bengal Council of Higher Secondary Education

2009

- **Secondary**
 - West Bengal Board of Secondary Education

CERTIFICATE

- ■ Mobile And Telephone Repairing (2016)
The George Telegraph Training Institute
Duration:- 1 Year
- ■ Certificate in Computer Application (CCA) 2014
National Computer Literacy Drive(NCLD)

Duration:- 6 Month

SKILLS

- ☐ Communication ☐ Problem solving
- ☐ Active listening ☐ Customer service
- ☐ Time management ☐ Teamwork ☐ Collaboration

100%

LANGUAGES

- Bengali
- Hindi

ADDITIONAL INFORMATION

- ☐ Father's Name : Mr. Gurupada Swarnakar
- ☐ Date of Birth : 9th Aug 1993
- ☐ Marital Status : Married
- ☐ Sex : Male
- ☐ Category : SC
- ☐ Nationality : Indian
- ☐ Height : 5'9"
- ☐ Weight : 75 kg
- ☐ Hobbies:- Listening Music, Playing Cricket, Playing Computer Game, Surfing Internet.
- ☐ Strength : Positive Minded, Hard Worker, Self-Motivated
- ☐ Weakness : Always ready to take unknown challenges.

SUMMARY

- I am a dedicated, organized and methodical individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach to work and getting things done. I am determined and decisive. I identify and develop opportunities.

DECLARATION

- **Declaration**
 - ☐ I do hereby declare that the information given above is true to the best of my knowledge

Priyabrata Swarnakar

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