

RESUME

Name :- Sagar Sanjay Dubal

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Career Objective:-

To seek an opportunity where I can utilize my knowledge and interpersonal skill to achieve success and fulfill my dreams and gain experience leading to advancement of company along personal growth.

Course Proficiency: - Diploma in Electronics & Telecommunication Engineering.

Technical Skills:

- Project Coordination & Planning
- Data Analysis & Report Management
- MS Excel, MS Project
- ERP Software (Dynamics NAV)
- E-Surveillance System Knowledge
- Problem-Solving & Troubleshooting
- Stakeholder & Vendor Coordination
- Customer Support & Client Management

Working Experience:

- Have been working with **Allied Digital Services Limited** as a Sr. Project Engineer since 10th Jan 2025.
- **Suraj Informatics Pvt Ltd** as a Project Engineer From 1st Feb 2024 to 7th Jan 2025.
(11 months)
- **Securens Systems Pvt. Ltd** as a Service Support Executive from 20th Oct 2021 to 30th Jan 2024. (2 Year 3 Months)
- **Modern Informatics Pvt. Ltd.** As a SOC Executive from 6th May 2019 to 19th Oct 2021.
(2 Year 5 Months)
- **IQOR Global Services Pvt. Ltd.** As a Technician from 9th July 2018 to 4th May 2019.
(10 Months)

Roll & Responsibilities:

Allied Digital Services Limited As a Sr. Project Engineer: -

- SITC experience specializing in the installation, configuration, and commissioning of integrated security systems, including IP/Analog CCTV, Access Control, Fire Alarm (FA), Public Address (PA), and Wireless (WiFi) networks.
- Proven expertise in end-to-end project execution, from site survey and cable management to final testing and user training, adhering to safety standards.
- Led and supervised a team of service engineers and technicians, ensuring efficient allocation of tasks, guidance, and performance monitoring.
- Planned and executed preventive and corrective maintenance schedules, ensuring adherence to SLA commitments and minimizing downtime.
- Reviewed job completion reports, attendance logs, PM checklists, and service documentation for accuracy and timely submission.
- Handled customer communication, escalations, and technical queries, ensuring timely resolution and strong client satisfaction.
- Provided technical training and on-site guidance to team members on CCTV/FA/PA/Access Control troubleshooting.
- Supported installation, testing, and commissioning activities for new and upgraded security and safety systems.
- Ensured proper documentation and upkeep of SLA reports, service call logs, AMC trackers, and MIS reports.

Project Planning & Coordination

- Assisted in project planning, scheduling, and execution to ensure timely completion.
- Coordinated between teams, stakeholders, and vendors to streamline project workflows.
- Managed project documentation, including reports, meeting minutes, and action items.

Stakeholder Communication

- Acted as a liaison between project managers, clients, and internal teams.
- Scheduled and facilitated meetings, ensuring all stakeholders remained aligned.
- Provided regular project updates and reports to senior management.

Resource & Budget Management

- Assisted in tracking project budgets and expenses to maintain cost efficiency.

- Managed resource allocation, ensuring optimal utilization of team members.
- Monitored procurement and vendor contracts for smooth operations.

Risk & Issue Management

- Identified project risks and coordinated with teams to mitigate potential delays.
- Maintained an issue log and worked towards prompt resolutions.
- Ensured compliance with company policies and industry standards.

Tools & Software Proficiency

- Proficient in project management tools such as MS Project, JIRA, Trello, or Asana.
- Strong expertise in MS Excel for data tracking, reporting, and analytics.
- Experience with ERP and documentation management tools.

Reporting & Documentation

- Created detailed status reports, progress trackers, and presentations.
- Ensured proper documentation of lessons learned and project closures.

Suraj Informatics Pvt. Ltd. As a Project Engineer:-

- Act as the point of contact and communicate project status to all participants.
- Led end-to-end project execution for CCTV, FA, and PA systems, ensuring timely delivery, budget adherence, and compliance with project specifications.
- Managed AMC/CAMC operations for CCTV, Access Control, Fire Alarm (FA), and Public Address (PA) systems across multiple commercial and residential sites.
- Coordinated with technical teams for preventive and corrective maintenance, ensuring minimal system downtime and maximum service efficiency.
- Led and supervised a team of service engineers and technicians, ensuring efficient allocation of tasks, guidance, and performance monitoring.
- Conducted site surveys to determine project scope, define technical specifications, and prepare accurate Bills of Materials (BOM) and Material Take-offs.
- Managed vendor relationships and coordinated subcontractors to ensure timely delivery of materials and equipment, reducing project downtime.
- Prepared daily/weekly project status reports for management and clients, summarizing project progress, cost, and risk assessment.
- Installed, configured, and commissioned advanced IP surveillance systems (CCTV), intelligent fire alarm systems (FA), and voice evacuation systems (PA).

- Executed network infrastructure installation, including fiber optic (OFC/CAT6) cabling, switches configuration for security systems.
- Performed programming, testing, and commissioning of addressable fire alarm panels and PA systems to meet safety regulations.
- Troubleshooted and resolved hardware/software malfunctions in CCTV (DVR/NVR) and PA systems to minimize system downtime.
- Prepared and reviewed technical submittals, as-built drawings, and operation manuals (O&M) for client approval and project handover.
- Conducted final inspections and provided user training to facility personnel on system operation and maintenance
- Soft Skills: Team Management, Client Coordination, Risk Assessment, Time Management.

Securens' Systems Pvt. Ltd. As a Service Support Executive:-

- Service Support Executive in Field Operation, troubleshooting technical issues and managing customer complaints/escalations for clients like ICICI, NCR, and McDonalds.
- Provided technical training and on-site guidance to team members on CCTV/FA/PA/Access Control troubleshooting.
- Supported installation, testing, and commissioning activities for new and upgraded security and safety systems.
- Ensured proper documentation and upkeep of SLA reports, service call logs, AMC trackers, and MIS reports.
- Maintaining Excel trackers for customer complaints and escalations, ensuring accurate info for analysis.
- Processing service material orders (SO) in ERP software (Dynamics NAV) and coordinating with logistics and field operation teams.
- Coordinating with customers, internal teams, and PAN India engineers/Area managers for issue resolution.
- Handling escalations via calls/emails from field teams and customers, and arranging engineers for service.
- Preparing customer quotes, processing orders, and updating customers on delivery schedules.
- Working on daily service calls (down/PM activity/material replacement) and maintaining dismantle trackers.
- Communicating with internal teams and other departments, providing prompt replies to calls/emails.

Modern Informatics Pvt. Ltd. SOC Executive:

- SOC Executive monitoring physical assets across the country, meeting SLA requirements by closing issues within SLA.
- Handling event/incident localization, resolution, and escalation as per instructions, escalating to 2nd level team when needed.
- Fault handling and escalation, identifying and responding to site issues and fixing within SLA.
- Handling escalations and issues related to customers or vendors, following up on network down sites and new IP updates.
- Taking action on unauthorized/suspicious activity, using two-way communication, deploying QRT, and informing higher officials.
- Analyzing reported issues, identifying problem areas, and working with teams to enhance service quality and prevent future issues.
- Preparing daily reports on priority basis and taking testing of new sites for immediate live activation.
- Logging and tracking ATM-related complaints (panic, hooter, camera, sensors etc.) until call closure.

IQOR Global Services Pvt. Ltd QC Technician

- QC Technician working in various departments (mobility/router/POS device), receiving and maintaining data of JIO mobile phones.
- Identifying and resolving issues with cells, testing, and dispatching to JIO client after audit.
- Software updating/installing in JIO routers and POS devices.
- Closing calls in software, creating new cells for customers, and dispatching after audit.

Educational Qualifications:-

<u>Education</u>	<u>Board</u>	<u>Percentage</u>	<u>Year of passing</u>
SSC	Kolhapur	83.80 %	2014
HSC	Kolhapur	60.92 %	2016
Diploma	MSBTE	77 %	2018

Personal Profile:-

- Name: Sagar Sanjay Dubal
- Gender: Male
- Marital Status: Single
- Date of Birth: 18th May 1999
- Nationality: Indian

Strengths:

- Quick Learner and Confident.
- Self-Motivated with positive energy.
- Good communication skill.
- A polite phone manner.
- Excited with new things to learn.

Declaration:-

I hereby declare that the above mentioned information is correct.

Place: - Ghansoli (Navi Mumbai)

Date:-

(Sagar Sanjay Dubal)