



ARUN KUMAR K M

Technical Support Engineer

A competent and experienced professional who would like to contribute significantly to the growth of the organization and achieve higher level of competency for career growth. And like to work in a great team, sharing the spirit and knowledge of the team, motivating the team at times, and drawing inspiration from them other times.

WORK EXPERIENCE

Aug 2019
Present

Technical Support Engineer

Cortech Developments Middle East DMCC

- Provide enterprise solution and application support during the Design, build, test, and training phases of projects.
- Provide first line of support during projects implementation phases.
- Implement the system according to the framework of PSIM & ISO Standards (ISO 9001-2015 and ISO 27001-2013).
- Setup & configure 3rd party sub system edge devices (CCTV/Access Control/Fire Alarm/BMS/Intruder Alarm/Video Analytics/ANPR/PIDS etc.) and integrate with Cortech software (Datalog 5).
- Responsible for gathering in detail the customer functional requirements and turning them into working documents by attending client meetings.
- Participate in FAT, SAT and UAT.
- Setting up the environments for POC and Pilot projects.
- Conducts Product training for System Integrators & end users.
- Assist with new 3rd party integration for Developers and QA.
- Tracking and Managing Project Details using SugarCRM and JIRA.
- Design the Graphical User Interface to meet the clients' requirements.
- Troubleshooting the project issues remotely and in client sites.
- Providing required license files according to the phases of the projects.
- Supporting sales department to provide best quotation for the client requirement.
- Assisting Sales to create compliance statements & reviewing tender documents.
- Delivering presentations to the new customers about the software.
- Attend exhibitions to meet the partners and potential clients.

May 2017
Aug 2019

Technician / Site in Charge

MVP Tech GT LLC

- Installation of cameras at the required position using the approved consultant drawings and configuration of VMS system.
- Installation of access control devices like SPM, DDM, ICM, OCM, Push Bar, Locks, Card Reader, Door contact and configuring using Kerisys software.
- Installation & Configuration of Siemens Intrusion systems.
- Maintaining OPTIMA Anti Crash Barriers/Road Blocker.
- Installation of racks for CCTV system by the consultant drawings, Enclosures & Boards for access control systems.
- Communicating & coordinating with different sections like BMS, MEP, FIRE.
- Creating & submitting documents for Inspection and handover procedures
- Focusing of various cameras as per SIRA Regulations.
- Troubleshooting and debugging of various components for CCTV, Access Control, Intercoms, Intrusion devices.

MY CONTACT



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Email

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Address

Dubai, UAE



LinkedIn

[LinkedIn/arun-kumar-mohan/](#)

EDUCATION

2014

B,Tech - Electronics and Communication Engineering

Mahatma Gandhi University, Kerala

SKILLS

System Maintenance	<div></div>
IT Infrastructure	<div></div>
Documentation	<div></div>
Time Management	<div></div>
Troubleshooting	<div></div>
Team Collaboration	<div></div>
Team Management	<div></div>
Training	<div></div>
Project Management	<div></div>
Communication	<div></div>

EXPERIENCE SUMMARY

- Currently working as **Technical Support Engineer at Cortech Developments** from AUG 2019 to till date.
- Worked as **Technician/ Site in Charge at MVP TECH** from MAY 2017 to AUG 2019.
- Worked as **Service Engineer at FORBES TECHNOSYS LIMITED** from JAN 2016 to MAY 2017.
- Worked as **Software Support Engineer at ICON Software Solutions** from JULY 2014 to DEC 2015.

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

PERSONAL DETAILS

Nationality : Indian
D.O.B : 03/04/1992
Gender : Male
Marital Status : Married
Passport no : Y2037441
Driving License : 4538027
(Automatic - Dubai)

HOBBIES



Music



Travel



Driving



Sports

REFERENCE

Reference available upon request.

TECHNICAL SKILLS

- **CISCO** Switch Configuration
- Installation & configuration of **Kerisys, Paxton, Vanderbilt** Access Control
- **Milestone** Xprotect Management server 2017 – 2023
- Microsoft **Windows Server 2012, 2016, 2019**
- Installation & configuration of **Digifort VMS, SAFR** from RealNetworks
- Operating Systems: **Windows, Linux**
- Applications: **Datalog 5, Vidsys, Institutional Management System, MS Office**
- **JIRA** for project handling
- **SugarCRM** (Customer Relationship Management)
- **SolarWinds**: Network management & IT infrastructure management

CERTIFICATIONS

- APM Project Fundamentals Qualification (SCQF Level 3) – P0546652

ACHIEVEMENTS

- Recognized as "Employee of the Month" multiple times for outstanding performance and dedication to customer service.
- ABC award for top Performance.
- Collaborated with the sales team to provide technical support during pre-sales demonstrations, contributing to a 10% increase in closed deals.
- Consistently met or exceeded key performance indicators (KPIs) such as average resolution time, number of tickets handled, and customer satisfaction scores.

PROJECTS

- Abu Dhabi National Oil Corporation [ADNOC], Abu Dhabi
- Fidelity Bank, Nigeria
- Jakarta Intellectual School, Indonesia
- Centralization of Carrefour shops, Oman
- JVGAS, Algeria
- Dubai Mall Fashion Avenue Expansion, Dubai
- Marina Tower Residences, Dubai

DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

ARUN KUMAR K M