



CONTACT



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India, Kerala

Passport No : M9290201

Visa Type : Visit Visa

SKILLS

- Autocad
- Creo
- MS office
- Sales CRM
- Team work
- Mechanical & Electrical
(Maintenance)
- Customer Support

LANGUAGE

- English
- Japanese
- Hindi
- Tamil
- Kannada

JOYSON AUPPADAN JOY

SENIOR TECHNICAL SUPPORT

PROFESSIONAL PROFILE

A technical professional willing to take challenging technical position with an organisation which will effectively utilize recourse expertise and aptitude. Always willing to go an extra mile for the complete satisfaction of my organisation and keen to take new challenging tasks.. Always willing to update myself with the latest technologies for the growth of my organisation and career.

WORK EXPERIENCE

Senior Technical Support Executive(14-01-2021 to 02-04-2022) Bits N Bytes Soft Pvt.Ltd - Delhi

- Customer Support CRM
- Customer Support and Meetings
- Technical Support for TVSM iQuebe Electric two wheelers
- Care button support for ESCORTS company
- Android App Testing
- Daily Quality inspection for GPS devices and Production Audit

Delivery Coordinator (05-01-2020 to 19-05-2020)

Skinjam General Trading LLC - Dubai

- Coordination with delivery persons and outlets
- Visit the outlets to ensure the proper service and delivery
- Handling queries of outlets regarding delivery
- Maintaining the file of final delivery for each outlets
- Delivery Report (CRM based) on daily basis

Junior Engineer - Quality Control (20-02-2017 to 20-09-2019)

Simplex Naigai Castings Pvt.Ltd - Bangalore

PERKS : Overseas training in Japan for the period of three months.

- Quality Inspection, Hardness testing, Line Inspection and Final Inspection
 - Labour handling, Supervision, Purchasing and Stock record
 - Heat treatment process and Quality instruments calibration
 - Vacuum coagulation test, X-ray test and Spectro analysis test
 - CNC operation and General Maintenance
 - Temperature setting, Flow rate setting, Crucible and Tower furnace handling, Degassing process and Utility handling
 - Raw material acceptance and Final products dispatching
- #### Maintenance Trainee Engineer (30-12-2014 to 09-12-2015)
- #### Whirlpool of India Limited - Pune
- Machine maintenance and Preventive maintenance
 - Oil spillage arrest from the power packs and Oil filtration
 - Air leakage arrest from pneumatic pipes and valves
 - Machine breakdown, Trouble shooting, Documentation and Checklists

EDUCATION

- **NTTF (Nettur Technical Training Foundation) - 2011 - 2014**
Diploma in Mechatronics
- **Kerala Higher Secondary Board of Examination - March - 2010**
Plus Two - Computer Science
- **Kerala Secondary Board of Examination - March - 2008**
SSLC (Secondary School Leaving Certificate)