Mohamed Nazim

◉ Trichy, India
☎ 91-7339290881
@ Mohamednazeem1997@outlook.com
⊕ https://mohamednazeem46.wixsite.com/mohamednazim
in www.linkedin.com/in/mohamed-nazim-34822216b

Professional Summary

As a Service Engineer, I provided troubleshooting and repair services for various security screening machines and complex systems in airports and port customs for three years. I ensured operational efficiency through routine maintenance, delivered technical support and managed documentation of all activities.

Aspiration

Seeking a challenging career opportunity that allows me to improve my technical, database, and management skills while making a substantial contribution to the organization's success. Additionally, I aim to further expand my knowledge of emerging trends in the engineering sector.

Academic

B.Tech, Electrical and Electronics Engineering
PRIST UNIVERSITY
2020

Skills & Proficiencies

- Installation & Troubleshooting (Explosive Detection Systems-RTT110,ORION-900 SERIES, ITEMISER 4DX, Kritiscan Dual View Machines)
- Equipment Servicing
- X-ray machines
- Creating and Drafting Electrical Layouts Using AutoCAD,EPLAN
- Cisco Network Configuration (Beginner)
- PLC-Allen Bradley

Career Timeline

Service Engineer - Aviation

📈 Trichy International Airport, Vehant Technologies.,
March 2024 to Present
India

Working as Regional Service Engineer
- Installing, troubleshooting, and servicing Kritiscan 100100DV & 6040DV security screening machines across Indian airports.
- Installed new Kritiscan 6040 and 100100 DV machines at the newly constructed Trichy International Airport.
- Managing customer relationships, ensuring their needs and requirements were met and effectively.
- Conducting routine maintenance and services, ensuring optimal performance and minimal downtime of installed machines.
- Provided technical support and training to airport staff, enhancing their ability to operate and maintain security equipment.
- I have a deep understanding of XBIS machine functions, enabling me to quickly resolve issues.
- Documenting all service activities, including troubleshooting steps and resolutions, to maintain accurate service records.
- Responded to and resolved customer inquiries and complaints, ensuring high levels of customer satisfaction.
- Managing inventory of spare parts and tools, ensuring availability for timely repairs and maintenance.

Field Service Engineer

Ⓡ Hamad International Airport, Watad groups, (worked on behalf of Rapiscan® Systems)
March 2022 to February 2024 (2 yrs)
Qatar

Worked with operational and maintenance team.
- I have hands-on experience maintaining X-ray machines, including Rapiscan's RTT110/RTTVis, ORION 928 DX, ETD, Itemiser, and BPI (Baggage Parcel Inspection). I am proficient in handling various aspects of both hardware and software integration.

Certification

• RTT EDS Basic Maintenance Certification
🖻 Rapiscan® Systems, an OSI systems company

• RTT EDS Advanced Maintenance Certification
🖻 Rapiscan® Systems, an OSI systems company
Extensively skilled in troubleshooting the RTT110 system, adept at diagnosing issues from basic to advanced levels. Possess comprehensive knowledge of the internal components, both electrically and mechanically, as well as expertise in software integrations.

• AutoCad Certification
CADD center

• Customer Service: Problem-Solving and Troubleshooting
in LinkedIn

• NDG Linux Essentials
⬤ Cisco

References

• Umar Yaqub
Lead Field Service Engineer Supervisor(Rapiscan) Hong Kong.,
☏ *+852 51300043*
• Izhar Hifnie
Lead Field Service Engineer Supervisor(Rapiscan) Qatar.,
☏ *+60 12-7743015/+974 33617328*

• Setting up RTTVis Software, configuring computers, and preparing them for operational use.
• Performed installation, troubleshooting, corrective/preventive & advanced maintenance.
• Performed annual and quarterly maintenance on the RTT110 involves:
  1. Re-pasting the HVPS Tubes(for arcing).
  2. Executing essential scripts via the Linux terminal to flush and refresh the RTT's internal network data and servers.
  3. Completing all tasks outlined in the annual preventive maintenance checklist.
• Managed advanced-level troubleshooting on the RTT110 involves:
  1. Swapping out Sensor Modules and PROC MOD.
  2. Replacing HVPS generators.
  3. Utilizing Linux OS for diagnostic procedures on internal servers & networks of the RTT.
  4. Analyzing wire diagrams to trace faults.
  5. Sound understanding of the machine's conveyor systems,mechanical,electrical parts.
  6. Executed basic networking tasks, such as teaming computer networks with RTTs.
  7. Good knowledge in utilizing Nagios XI for monitoring all our network systems.
• Conducted monthly maintenance on Itemisers involves:
  1. Switching out the Mesh.
  2. Replacing the detector and dryer purge inlet filters.
  3. Replacing Lamps as needed.
  4. Substituting Dopants (- & +) and Calibrant when necessary.
  5. Completing all tasks specified in the maintenance checklist.
• I generated RMA (Return Merchandise Authorization) reports and managed inventory at customer sites. I used Resco CRM to create service and customer reports, handle work orders, and thoroughly document all aspects of my work within the CRM.
• Established strong relationships with senior-level FSEs to meet customer needs and remain up-to-date with current technical advancements.

Production Supervisor
📈 Millennium Led Lighting Solutions pvt,ltd.,
September 2020 - October 2021
India
•Led technical teams and collaborated with them to ensure the quality of LED products & deliver to customers.

S I N C E R E L Y ,

Mohamed Nazim
07.07.2024