

CURRICULUM VITAE

SATISH KUMAR

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CAREER OBJECTIVE:

- ❖ To work in a reputed organization & carry out a challenging and dynamic with good amount of freedom & responsibility so that my share of knowledge is applied for growth of organization.

WORK EXPERIENCE:

- ❖ Presently working Experience as Dy. Manager in Surya Roshni Ltd. Rohtak Branch Haryana from Sept.2016 to Till date.
- ❖ Previous work Experience as Senior Service Engineer in Lazer India (p) Ltd.(Vardhman Group) Delhi & Haryana from January 2014 to Aug. 2015.
- ❖ Previous work Experience as Assistant Service Manager in Ujala Pumps (p) Ltd. Haryana from 14th September 2009 to December 2013.
- ❖ Previous company work Experience as Service Engineer in Mak Pump, Ludhiana.(Punjab) 7th January 2008 to 6th Sept. 2009.

COMPANY PROFILE:

- ❖ Surya Roshni Ltd. is the one of the leading company in Lighting ,Pipe, Fans & Appliances company. With the support of 30 branch offices with Head office Delhi in India. Its manufacturing unit in Bahadurgarh, Kashipur and Gwalior.
- ❖ Lazer India (p) Ltd. is the one of the home appliances company. The manufacturing of electrical appliances. Its manufacturing unit in Delhi, Jhahgirpuri and Badli (Himachal Pradesh).
- ❖ Ujala Pumps (p) Ltd. is the one of the leading company in water lifting pumps. With the support of 12 branch offices & C&F in India. Its manufacturing unit in Bhiwadi, Alwar (Raj). And Delhi.
- ❖ Mak Pump is the one of the leading company in water lifting pumps. With the support of 10 branch offices & distributors in India. Its manufacturing unit in Ahmadabad with modern infrastructure.

JOB RESPONSIBILITY:

- ❖ Appointing Service center wherever required, providing sufficient knowledge to the service center staff about our products, material of construction, and serviceability of the products.
- ❖ Before my joining in Surya Roshni Ltd. had only 12 service franchises but now I have increased the service franchises counts upto 18.
- ❖ As per monthly TAT reports my branch 24 hours TAT is 95% and 48 hours is 100%.
- ❖ Responsible for mapping the service center to all the dealers.
- ❖ Responsible to visit the company authorized service Center once in a month.
- ❖ Responsible for prompt Supply of spares to the service center and addressing spares related issues.
- ❖ Organizing quarterly service center get-together and collaborating with the manager in educating and motivating service center to provide better service.
- ❖ Give the positive motivation to technicians and help them in any field and give them a friendly Atmosphere to work together.
- ❖ Good coordination with sales team for day by day service issue.
- ❖ Help to improve technical skills of associates for better result in future.
- ❖ Implement the service policy to the dealer and service center.
- ❖ To monitor call pendency of every Asfs on daily basis.
- ❖ To take corrective action on pending calls in order to ensure timely closure.

- ❖ Visit trade partners for attending to their problems and give solutions.
- ❖ Proper supervision and guidance of service centre appoint. Educate and develop the technical staff of dealer and service centers.
- ❖ Conduct the programme like new product launching. Mechanic training programme.
- ❖ Take the feedback from the end users and dealer about the product.
- ❖ Network correction – introduce new service centre, Replacement of existing service centre.
- ❖ To ensure customers satisfaction.

TRAINING REPORT:

- ❖ Three month Training in Hindustan Submersible Motor & Pump Karnal.

TECHNICAL QUALIFICATION:

- ❖ Three years Diploma in Electrical Engineering From Govt. Polytechnic Nilokheri (Karnal) State Board of Technical Education Haryana 2004-2007.

EDUCATION QUALIFICATION:

- ❖ 10th Passed from Haryana Board of Education 2003.
- ❖ 12th Passed from Haryana Board of Education 2014.

EXTRA QUALIFICATION:

- ❖ Basic knowledge of computer with Internet.
- ❖ Good knowledge of CRM & ERP.

STRENGTH & HOBBIES:

- ❖ Hard work and always devoted towards my responsibility.
- ❖ I am a team person, and enjoy company of others.
- ❖ Make Friends and Playing games some time.
- ❖ Good Communication Skills.

OTHER DETAILS:

- ❖ Total Experience : 14 year
- ❖ Notice Period : 15 Days
- ❖ Current Location : Rohtak(Haryana)

PERSONAL INFORMATION:

- ❖ Father's Name : Sh. Bhundu Ram
- ❖ Nationality : Indian
- ❖ Languages Known : Hindi & English
- ❖ Sex : Male
- ❖ Marital Status : Married
- ❖ Permanent Address : Sonapat. 131001 (Haryana).
- ❖ I here by declare that all the information given above are true & best of my knowledge.

DATE:

PLACE:

(SATISH KUMAR)