



Abhay Diliprao Auti – BE (E & TC)

Area Service in Charge – Livpure Pvt. Ltd. (a SAR group company)

| **Preventive & Breakdown Maintenance** | **Installation** | **Inventory & Service Franchise Management** |

Proven record of achievement in conceiving & implementing ideas that have fueled market presence and driven revenue

+91-7020469918 / 9579051847 autiabhay44@gmail.com D.O.B: 8 April 91- Pune-411017 Maharashtra



linkedin.com/in/abhay-auti-8b2470b3



Profile Summary

Searching for a Senior Management Profile **in Service Maintenance**, Strategic **Service Engineer** specialist with over **7+ years** of cross-cultural experience in **Maintenance Management, Customer Retention, Team Management, Service Franchise, Training, Hygiene Maintenance**, able to enhance customer satisfaction, meet profitability goals, New Product Development, Infrastructure Setup, , revenue targets and company targets, , formulating and implementing strategic plans; Achieving objectives within deadline, Positive attitude, leadership skills, self-learner, team player, Flexible to working timings, hardworking



Area of Excellence

Breakdown maintenance

Customer Retention

Inventory Management

After Sales Service

Team Management

Customer Relationship Management

On Job Training

Electrical maintenance

Vendor Management

New Product Development

Project Management

Field Troubleshooting



WORK EXPERIENCE

Area Service in charge

Pune

Livpure Pvt. Ltd. (a SAR group of company) 23 Feb 2022 to till date

- ▶ Responsible for all service and business related escalations in given territory
- ▶ Customer retention(ACMC) ,**100% preventive maintenance, service & installation TAT**
- ▶ Delivering monthly, quarterly revenue targets by **sale of spare** and **customer retention (ACMC)**
- ▶ Providing timely support to service franchise & engineer for **smoother operations and reduces customer escalations**
- ▶ Handling **CEO escalation and customer care escalation** and resolution within hour.
- ▶ **Spare part audit** of service franchise and engineer
- ▶ **PDI of dealer and distributor defective stocks** and same stock do saleable
- ▶ **Appointing new service franchise and engineers**

Assistant Manager Service (HCMC-FTTX)

Pune

Reliance Jio Infocomm Limited

15 Oct 2020 to 21 Feb 2022

- ▶ Site Survey and site acceptance
- ▶ Responsible for **installation** and **fault repair of broadband** customer within defined FSA with defined TAT and SLA
- ▶ Responsible for onboarding of new **service engineers and associates**
- ▶ Responsible for **cross functional lead, support, and follow up** for customer related and all escalations
- ▶ Daily **maintaining dashboard** of installation done and SR attended and KPI
- ▶ **Device recovery for the deactivated customers** within defined TAT
- ▶ **Providing first time right technical support** to enhance good customer experience and repeat call ratio
- ▶ Achieving big day **DKYC targets** on weekly, monthly basis by educating engineers about **Incentive Scheme**

Service Engineer

Pune & ROM

COFFEE DAY BEVERAGES (A Group of CDGL)

1 July 2015 to 10 Oct 2020

- ▶ Conduct periodic, **preventive breakdown maintenance** of plant utilities, assure the monitoring of plan Vs actual- daily checklist, preventive maintenance, predictive maintenance, history card fill up
- ▶ Maintain machine **auxiliary spares for 100% utilization of machine, monitor** and collect daily **energy consumption** data and analyze it, do cost and energy saving, do breakdown analysis. Data measurement and given the solution to the engg to maintain it, new machine installation erection and commission
- ▶ Work to **reduce breakdown** by rejection spare analysis, verifying defective stocks.
- ▶ Addressing breakdown/ad hoc requests from the existing clientele while **maintaining TAT** with effective performance.
- ▶ Providing support to approximately 4500 clients across the Pune city as well as **rest of Maharashtra (ROM)** except Mumbai, giving **training and safety guidelines** to newly joined candidates, educate them on correct installation process and soft skills, conducting hygienic training sessions for Vender operators as well as customers to reduce the breakdown, Coordination with Vendors, Service AM, RM, **MIS team**, Sales team, **Logistic, R&D** on day to day basis.
- ▶ Ensure resolution of customer complaints in the assigned TAT with closure of each service call.
- ▶ Attending meetings in case of escalations (**CRM**) **Customer Relationship management** & scheduled servicing process
- ▶ Machine inventory planning and allocations to meet sales target.



Noteworthy Achievement

- ❖ Awarded "Best performer of the School-2007" in SSC Exam
- ❖ Regional training for HoReCa division including Maharashtra, Gujarat and Goa
- ❖ Completed various projects within time and with high profitability
- ❖ Got promoted in only 6 months as an Service Engineer for ROM only because of the best performance.

Extra-Curricular Achievements:

- ❖ Participated in ABHIYANTA, the state level convention for technical students
- ❖ Worked as organizer for college annual cultural event Jhankaar13
- ❖ Member of N.S.S consecutively 3 years



Education

- ✓ **B.E.(E&TC) from M.G.M's.** College of Engineering Nanded (S.R.T.M.U.N University)
- ✓ **HSC** from Latur Board
- ✓ **SSC** from Latur Board

Project:

UID for Data Transaction by Using Smart Card Technology

Description

- ❖ Successfully consolidated the three different Personal Data transaction cards (PAN, Voter ID & Debit Card) in a single Smart Card
- Participated in ABHIYANTA, the state level convention for technical students



It Skills

- ▶ MS-Office (MS word, MS Excel), Microsoft operating system, C , C++
- ▶ ERP tool i.e. Microsoft Dynamics

I hereby declare that all information provided by me is to be best of my knowledge

Date:

Place:

- **ABHAY DILIPRAO AUTI**