

# Pyarejan A

## Associate Engineer

Punctilious and versatile graduate with good interpersonal and technical skills working as an Technical Analyst with 2+ years of experience in remote energy operation management , energetic self-starter and team builder able to navigate high-stress situations and achieve goals on time and under budget looking to secure a challenging position.

✉ pyarejaan143@gmail.com

📞 9738387421

📍 Bangalore, India

## WORK EXPERIENCE

### Associate Engineer EcoEnergy Insights

06/2017 - 12/2019

Bangalore

#### Achievements/Tasks

- Identifying, scrutinizing, improving, and streamlining complex work processes through analysis.
- Resolution based on dynamic detection of energy leakages and intervention on real time using the ticketing tool.
- Offshore support to technicians in troubleshooting issues Implemented advanced diagnostic tools to resolve customer complaints. Monitored installation and operations to consistently meet rigorous customer requirements.
- Provided hands-on technical support to field technicians in efficient manner and demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes through highly analytical, advice and mentoring to all levels of personnel.
- Responsible for achieving SLA's , analysis on deliverables such as the Turnaround Time, Customer Satisfaction as agreed with the clients.
- Increased positive customer reviews by solving complex, technical issues efficiently.
- Efficiently performed troubleshooting through diagnostic techniques and pertinent questions.
- Involved in real time operation analysis , Repeat work order analysis, Pre-Post Analysis, Fix-it Analysis, Work order and Call QC. Prepared logical, clear and comprehensive energy reports. Excel dashboards and power points.
- Having knowledge on On-boarding activities like saving strategies, provisioning activities, data aggregation. My responsibilities included predictive analysis and managing energy saving activities.
- Build and maintain relationships with client decision makers and staff to maximize productivity and cultivate future opportunities.

## SKILLS

Microsoft Office: Word, Excel, PowerPoint

Data analysis

Technical Analysis

SLA Management

Quality Checks

Advanced troubleshooting

MS SQL server, SQL

Data Visualization

Technical Assistance and Management

Strong Communication Skills

## ACHIEVEMENTS

Awarded "Certificate of Excellence" from UTC for reducing maintenance cost & visits. (06/2017 - 12/2019)

## LANGUAGES

English

Full Professional Proficiency

Kannada

Full Professional Proficiency

Hindi

Full Professional Proficiency

Urdu

Full Professional Proficiency

Tamil

Full Professional Proficiency

Telugu

Full Professional Proficiency

## EDUCATION

### B.E in Electronics and Communication Engineering

Dayananda Sagar Academy of Technology & Management, Bangalore

08/2013 - 08/2016

Bangalore