**JAYANTA**

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**After Sales Operations / Techno Commercial Operations / Client Servicing**

**PROFESSIONAL SYNOPSIS**

* A dynamic professional with **20 years** of rich experience in managing Service Engineering and After market Operations by executing service calls and ability to understand the customer issue and resolve technical problems in the **Construction / Generators / Automotive/ Marine/ Industrial / Oil and Gas Application sectors/Powered access machines.**
* Managing fleet customers and Company owned techno-commercially by providing the technical solution with the help of root cause analysis, failure investigation report and suggestions for long term solutions and keeping the expenditure with in the permissible adequate level.
* Insightful hands on experience in troubleshooting of Diesel Engines & sophisticated Electronic controls, Hydraulic, Electronics fitted with Engines, application based process reengineering, product optimization, cost control and revenue maximization in coordination with Internal Departments & Suppliers
* Strong business acumen with an inept ability to execute a wide range of servicing strategies to establish market presence and increase revenues and profitability for the services & products
* Expertise in mapping client requirements; functioning as the single point of contact for delivery; assisting in developing, implementing and changing, customizing service operations in line with guidelines specified by client
* Adept in conducting opportunity analysis by keeping abreast of market trends and competitor moves as well as managing activities pertaining to negotiating / finalization of contracts.
* Proficiency in managing customer service operations with key focus on bottom line profitability by ensuring optimal utilization of resources as well as handholding of corporate customers, business partners, dealerships & suppliers.
* Understand the necessity and concept of maintaining vendor relationship.
* Customer satisfaction survey management and providing the long-term solution of the issues.
* Skilled in identifying technical training needs to Customer’s Representatives and Dealer’s Technicians through mapping of skills required for particular positions and analysis of the existing level of competencies through professional, superior quality classroom and on job training.
* An effective leader with distinguished abilities in managing, leading & training teams for running successful shop floor operations & developing service standards with latest knowledge & modern skills for business excellence by managing proactively health, safety and environmental requirements for the department and service staff

**KEY SKILLS**

Project and team management

Key Customer Service and Satisfaction

Techno Commercial after sales Operations and new product establishment

Business Development and Strategic Partnerships

In house Capability Enhancements and New Dealer establishment

Health, Safety & Quality Assistance

Warranty Management, technical support and Trainings

KPI Management

Six Sigma Trained

Service Business and Management

**ORGANIZATIONAL EXPERIENCE**

**CG Holdings – Powered Access Division – June’17 to Present**

**Service Manager**

Over All Managing responsibility of Service department for Rental fleet and the sold machine fleet. Responsible for keeping the equipment utilization in the range of 80 – 85% of rental fleet. Coordination between factory and end user for the sold machine during the warranty period and critical issue. Arranging and managing of technician training which includes direct training on Tool box talk. Bringing in the AMC contracts from the fleet owners, single owners of Powered Access Machines. Managing company LCV fleet up to the mark for uninterrupted 24 X 7service support and delivery of the company owned machines. Improvement of service process and procedures, closing the gaps in the loop and planning and implementation for the smooth operation of the service operation. Over all business and process development of the service department including P/L management as per company guidelines for UAE and Oman operations.

1. Manage all resources related to the maintenance of fleet
2. Ensure effective implementation of all policies and procedures
3. Manage equipment availability and reliability at optimal cost with fast turnaround time
4. Support compliance to all legislative requirements and internal QHSE standards
5. Deliver technical initiatives through to satisfactory outcome
6. Ensure continuous improvement in all work standards using best practice
7. Manage to Produce all the reports required for operation
8. Manage workshop labor and administrative resources to achieve all specified maintenance standards and objectives
9. Ensure all maintenance actions are carried out to appropriate standard and in within acceptable timespan
10. Ensure safe work systems are practiced at every level
11. Manage incidents or issues, including warranty failures and customer damage
12. Identify and plan staff and technician training needs
13. Conduct Tool-box talk information sessions to all staff and technician
14. Manage to maintain appropriate stock level for spares, lubricants, major sub assembly
15. Liaise with external parts and service providers when required
16. Contribute to inter-group projects and initiatives
17. Develop productive relationships across all the functions to meet the overall business plan

**Cummins Emirates Sales & Service LLC – Dubai, UAE, Jul’14 – June’17**

**Aftermarket Senior SalesExecutive**

Cross functional responsibility with the prime responsibility to grow service capabilities by supporting technically, getting service contracts and additionallyaftermarketservice sales, parts, filtration, oil & service business at Sharjah and northern emirates and increasing the market share. Complete responsibility to develop the business, bringing new customers and supporting existing customers of Sharjah and Northern Emirates Region. Managing several customers in the field and on site, for Mining, Telecom industry, Thermal power plant, oil and Gas and Marine.

* Sell company products and services by developing new prospects and accounts.
* Achieve sales targets and ensures customer satisfaction.
* Develop relationships to generate customer goodwill and loyalty.
* Conduct negotiations according to company guidelines. Identifies, researches, and contacts prospective customers and builds positive relationships that will generate future sales and repeat business.
* Respond to customer concerns about the company and its products.
* Provide leadership and mentoring to less experienced sales representatives. Drives utilization of Cummins tools and processes (i.e. Customer Relationship Management, Customer focus Six Sigma).
* Conduct regular customer visits for existing accounts and ensure call plans and visit documents are completed
* Identify and develop parts sales opportunities in all market segment – New and ReCon, Filtration Products, Valvoline Oil and CGT parts and support our service business when and where ever required.
* Ensure that customer orders and product procurement are processed correctly by the CSR's through Movex
* Monitor competitors After-sales activities to ensure our products and programs exceed them.
* Provide Parts, Technical and Engineering information to customers as per company policies and procedures.
* Identify and develop prospect list of potential customers and translate these into new customer accounts and also sustain and grow the existing customers.

**Cummins Emirates Sales & Service LLC – Dubai, UAE, Apr’12 – Jun’14**

**Service Manager - Marine**

**Key Deliverables**

Responsible for the leadership and management of the Marine Service Department responsible for the Commercial workboat and Pleasure boat marine markets ensuring that the department meets / exceeds AOP, Balanced Scorecard, DAOP and Excel targets. Providing commercial support and Customer focused activities to our Marine end users, Shipyards and OEM’s, as well Lead and Implement Strategies for Cummins Marine OEM’s, CMD (Cummins MerCruiser Diesel) Onan Marine and Zeus to ensure best in class support. Develop service department employee skills and knowledge through continuous training.

**Cummins Emirates Sales & Service LLC – Dubai, UAE , Dec’06 - March'12**

**Service Supervisor**

**Key Deliverables**

* Spearheading responsibility for managing the gamut of operations pertaining to:
* Coordination with customers & ensuring fulfillment of the requisite requirements.
* Planning & scheduling various customer service work requirements.
* Developing & maintaining customer relationships for generating & optimizing service sales & revenues.
* Receiving customer phone calls and scheduling service related work including contracts, warranty and chargeable jobs alongwith updation of schedule as well as achievement / exceeding of sales & net service margin targets.
* Promoting QuickServe & Repair Event Cycle Time for ensuring achievement of targets.
* Initiating implementation as well as forming art of the Distributor Excellence Program for Service Department, preparing & submitted service quotations.
* Following up live quotes for ensuring awarding of maximum percentage.
* Ensuring minimum levels of Work In Progress, urging daily invoicing, maintaining cleanliness of department and security of all branch facilities & resources in collaboration with the Service Manager / Branch Manager / HR Dept.
* Presently looking after Field service as well as workshop activities and directly assisting Service manager for the issues arise.
* Performing the appraisal procedure for all subordinate.

**Mahindra & Mahindra – Regional Office, Lucknow, Sep’06 – Nov’06**

**Deputy Manager – Service**

**Client**

* Telecom Operator (Reliance, Hutch, Idea, etc.).

**Key Deliverables**

* Providing service support to the existing product line of Gensets.
* Auditing the installation of generators, addressing the issues in coordination with the factory.

**Cummins Diesel Sales & Service India Ltd., Pune, Sep’98 – Aug’06**

**Growth Path**

**Jun’06 – Aug’06 Senior Manager - Field Services, ASO Lucknow.**

**Feb’04 – Apr’06 Manager - Field Services, ASO Singrauli.**

**Dec’02 – Jan’04 Manager - Field Services, Nigahi Project.**

**Oct’99 – Nov’02 Manager Field Services Jayant Project.**

**Sep’98 – Aug’99 Apprentice Trainee Service Engineer, Pune.**

**Senior Manager Field Services / ASO Lucknow**

**Equipment’shandled**

* Engines from 150 HP to 1600 HP powering earth-moving equipment like Dozers (D355), Dumpers (85, 120 & 170 tons), Wheeled Dozers, Motor Graders, Pay Loaders, Tire Handlers, Drilling Rigs, Generator Sets, etc.

**Client**

* Different Segment of Customer.

**Highlights**

* Steered efforts towards successfully achieving the total sales target of ASO, Lucknow (Rs. 16 crores).
* Effectively handled the warranty related work like Failure Data Compilation, Finding Root Cause, Dealer Claim Processing, etc.
* Service auditing of the Dealers as per company guidelines.
* Training the customer and dealer representative in class room and work site.
* Successfully coordinated for:
* The Bank’s CAMC Contract of Uttar Pradesh district, India
* Co-ordination and execution delivering spares from factory to site to commission the engine.
* Successfully completed the world bank Engine Replacement Campaign.
* Successful in generating engine spares business as well as executing Dozer (D-355) re-powering work as per work order of the customers.

**Apex Auto Ltd., Jamshedpur Nov’97 – Aug’98**

**Supervisor**

**Client**

* TATA Motors.

**Key Deliverables**

* Overseeing the large fabrication jobs of various excavator components.
* Leading a team of 20, inspecting the finished jobs as well as ensuring dimensions of the job as per drawings.
* Troubleshooting of rejected jobs alongwith preparation / manufacturing of fixtures as per drawings of the new job.

**Other Highlights**

* **Awards / recognitions:**
* Received Appreciation from CEO – Cummins India for fulfillment of Commitment to the customer (2004).
* Recipient of the President Award for outstanding improvement work, which avoided major catastrophic failure on KTA 38 C in Cummins India (2003).
* Recognized and appreciated by the CEO - Cummins India for providing Excellent Support in resolving Engine Problem on 120T Dump Truck (2002).
* **Trainings undertaken / imparted / Trained the Customer representatives time to time:**
* 1 yearhands on apprentice training in Cummins Pune.
* 120 Ton Dump truck training in Bharat Heavy Equipment’s Limited, Mysore. Soft skill training by the IIM faculty in Lucknow conducted by Company.
* Finance for non-finance people at Pune by company.
* Six Sigma Green belt
* **New products launched / promoted:**
* CENTINEL, Advanced oil system introduced and field test to Coal India.
* Pre lube starter introduced and field testing
* Managed the project of Centri equipment’s.

**PROFESSIONAL ENHANCEMENT**

* Basic Computer Training from La Mare Institute of Information Technology in the year of 2002
* Trained on Safety from JAFZA – UAE
* Assisted on Six sigma project on safety
* Efficient user of Movex software

**ACADEMICS**

* MBA from Wolver Hampton university, UK, June 2016.
* BBA from Sikkim Manipal University, through distance learning program, Dubai,2013.
* Diploma in Mechanical Engineering from ICV Polytechnic, SCETE, West Bengal, 1997.

**PERSONAL DETAILS**

* Date of Birth : 24th October, 1974.
* Languages : English, Hindi and Bengali.
* Nationality : Indian.
* Visa : UAE Residence Visa
* Driving License : Holding Dubai License - Automatic (valid till 2023).
* Marital Status : Married
* Dependents : Wife and Two Children