Sajith

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**Looking assignments in Middle Management positions in Customer service /Operations Management /Facility Management /Customer Relationship Management/ Franchisee Management / Infrastructure Development with a reputed organisation in Middle East**

**PROFESSIONAL PROFILE**

* A result oriented Engineering professional (**B.Tech –Mechanical Engineering**) **with over 13 years of experience** in Service operations management, Customer Relationship Management, Franchisee management, Business Development, Revenue Generation, AMC management and Team Management in **HVAC** /Home Appliances & Electronics Industry.

***GULF EXPERIENCE DETAILS***

**Nov 2011 to till date- With “EROS ELECTRICALS L.L.C, DUBAI” as Operations Manager- Service, HVAC & HOME APPLIANCES DIVISION**

**Company Profile**: Eros Group distributes retails and services a portfolio of world renowned brands, in the United Arab Emirates (UAE) and in select markets in the Middle East and North Africa (MENA) region. The company proudly partners with twelve global brands which include Samsung, Hitachi, TCL, Lennox, Linksys, Sonos and one of the leading players in consumer electronics, telecom, and allied multi-products.

**DUTIES AND RESPONSIBILITIES:** Manages, provides directions and guidance to the division in line with the achievement of the division’s key results area (KRA) and key performance indicators (KPI).

1. Manages the overall activity related to the revenue generating projects of the division such as the Annual Service Contracts (ASC), Revamp target and other ASC Departmental Target; ensures warranty conversions & renewal of existing customer.

2. Ensuring timely submission of quotations to clients, meeting clients for order finalization, monitoring execution of work, vendor finalizations etc for HVAC related reconditioning works.

3. Ensure achievement of Departmental targets of service in terms of Response time, TAT & Customer satisfaction

4. Ensuring availability of spare parts at Branch store and Vendor management to support service.

5.Create Team work Environment and Manages 140+ workforces which includes call centre executives, Site Supervisor, Coordinators, spare parts team, Officers, Foremen, Technicians, Helpers & drivers effectively to ensure proper execution of work at field.

6. Responsible for training the team, ensuring their understanding with the technical and the administrative aspects of the business.

7. Manages schedule of the team in line with the assigned activities such as preventive maintenance and other field work as per the requirement of the client.

8. Responsible for providing the appropriate tools, equipments & PPE’s required for the smooth operation of the service department

9. Ensures on-time closing of assigned jobs; monitors status of Job Cards of technicians.

10. Performs site inspection to ensure compliance to the specified service level agreement.

11. Management of team’s health and safety; ensuring adherence to the statutory health and safety regulations.

12. Manages /Review team’s performance and yearly Appraisals.

13. Ensures Department’s compliance to International Organization for Standardization (ISO 9001), Environment Management System requirement & Adherence, Company’s Code of Conduct, and Department’s Standard Operating Procedure

14. Certified Auditor and part of Internal audit team for ISO 9001 & EMS, Conducts Quarterly audits of other departments of the Company.

15. HITACHI service coordination & communications, Act as link between company and Principal Brand, Monitoring product defect ratio, raising service compensation claims to Hitachi for manufacturing defect/epidemic failure cases.

16. Submitting Monthly reports to Hitachi and ensuring service support to other Distributors (Eros Customers) in MEA region

17. Support Sales Dept and Principals Brands for getting & Renewal of ESMA certification for different models

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**Assignments in INDIA**

**1 ) July 2006-Nov 2011**-With M/s. **LG Electronics India (P) Ltd**.,(No.1 consumer Electronics Brand in India) as Area Service Manager- Kerala

Responsibilities: In charge for all service related activities of CEHA & AC products for assigned area. Monitoring, developing & controlling of service franchisees and ensuring the execution of Brand’s service activities in the

region

AREAS OF EXPOSURE/ EXPERTISE

Franchisee Development & Management

* Identifying and developing service centers in each districts and network expansions like satellite operations, Resident Engineer appointments etc. for having better customer reach and maximum brand visibility.
* Monitoring of Service parameters like SDC, 211, Open pending, RTAT, Productivity, AMC etc.
* Identify week areas of operation & prepare action plans, system and process implementation for resolving the same.
* Engineer motivation activities for better revenue and service delivery.
* Failure analysis and cost control.
* Warranty part consumption approval and analysis
* Doing Service centre Audits and ensuring company’s system and process in place.

Dealer Management / Customer Relationship Management

* Handling key dealers and distributors and to ensure proper defective management at each dealer counters.
* Make & Maintain Relationship with various Chain counters and retail Outlets by giving better after sales support.
* Developing and ensuring customer satisfaction by maintaining excellent Repair Turn around Time (RTAT) & service quality norms.

Team Management

* Training service Engineers to develop requisite behavioral skills; conducting trainings for new launch products, selling skills.
* Mentoring, motivating and guiding svc team members for better revenue generation through service channel

**2) Feb’2004 to Jul’2006 with M/s. Whirlpool of India (P) Ltd as Territory Service Executive.**

Career Path

Feb’2004 to Dec’2005 Territory Service Executive, **Hyderabad**

Handled service Networks and Spare parts Distributors of Rayalaseema area and Nellore District and also AC SSD’s

Jan’2006 to Jul’2006 Territory Service Executive, **Bangalore**

Handled service Networks of Bangalore upcountry

Responsible for better service delivery to Dealers and customers, spare parts/ accessory revenue generation through service centre and SPD channels

Significant Contributions

* More than 100% growth in Revenue in yr 04 & yr05 from the area.
* Streamlined service operations in Tirupati & Kurnool (HYD).
* Falcon process done at Distributor point in Tirupati and nullified all stock defects.
* Best TSE award for better svc & revenue delivery in Yr 04.

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**3). Nov’2002 to Dec’2003 With M/s.National Fire Armour, chennai as Sales & Project engineer**

Responsibilities: Increasing the sale of Fire extinguishers, fire alarms, Fire hydrant system projects in Chennai city

* Played a key role in increasing territorial sales of Fire extinguishers in Chennai.
* Completed projects on time by better utilizing manpower and supply chain
* Developed excellence in customer relations.

**EDUCATION**

* **Bachelor of Technology (B.Tech-Mechanical Engineering) from Govt.Engineering College, Thrissur under Calicut University, Kerala ,India In Year 2002**

**Certificates**

* Done QMS Internal Auditor course (ISO 9001:2008)-Certified by SGS Gulf ltd, Dubai, In 2014
* Done EMS Internal Auditor course (ISO 14001:2004)-Certified by SGS Gulf ltd, Dubai, In 2015

**PERSONAL DOSSIER**

Nationality : Indian

Sex : Male

Marital Status : Married

Date of Birth : 15th May, 1980

Language Known : English, Hindi, Malayalam & Tamil.