**SRIDHAR**

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**SUMMARY**

* 7 years of work experience in HVAC maintenance and supervision, Facility Management, customer service management, in major Retail, FMCG, Service Companies
* Supervise HVAC personnel, Achieving Monthly Targets in AMC, AMC customer’s renewals
* Timely and professionally handling service calls and issues arising from field service visits.
* Evaluating work load and schedules installation work in a way that best utilizes manpower.
* Strong experience in using SAP ERP, Sales force, Excel to dump the data and analyze based on business needs.

**KEY SKILLS:**

SAP

SALESFORCE (CRM)

ADVANCED EXCEL

MS OFFICE

ORDER MANAGEMENT

CUSTOMER SERVICE MANAGEMENT

CSAT

TICKETING TOOLS

INVENTORY MANAGEMENT

FACILITY MANAGEMENT

INSTALL & MAINTAINTANCE OF AC/HVAC/REF/HOME APPLIANCES

ORDER PROCESSING

**WORK EXPERIENCE**

**SENIOR OFFICER TECHNICAL COORDINATOR, DUBAI**

**June18-Present**

* Respond to all Service Sales requirements like Replacement, Casual Service, AMC, Parts.
* Supervise HVAC personnel and participate in the installation, maintenance and repair of refrigeration, air conditioning, water dispenser and home appliances
* Plan, schedule and assign work to Technicians to ensure adequate resources for efficient performance of duties.
* Manage customer request and handle complaints received, Drive CSAT for Customers
* Coordination with Client / Consultant / Main Contractor for service activities
* Job registrations and closing, 200-300 calls per day.
* Primary management contact for critical escalations regarding customer services
* Checks to ensure that each job is complete. Ensures that appropriate job documentation and/or payments are returned to the office.
* Resolves customer issues and problems encountered by installation personnel
* Monitor Jobs to ensure quality, update HVAC records, preparing filed service reports (FSR) and report on performance, update customer queries, and feedback in CRM.
* Prepare Job costing, quotations for Annual Maintenance Contracts of HVAC equipment, split AC units and spare parts.
* Coordinate with Spare parts team for various installation, breakdown calls, coordinate with vendors, Customer care
* Supervision of Manpower and site handling
* Ensure Job completion within TAT(<5 days)
* Accountable for Ticket resolution of customer’s requests/queries within agreed lead times
* Achieving Monthly Targets in AMC, AMC customer’s renewals, Warranty Customers to AMC.
* Ensure customer records are maintained and accurate.
* Evaluate and train Technicians & supervisors, inspecting work in progress and upon completion.
* Ensure that the SLA’s and Business KPIs are met as per the Business requirement.

**HVAC SUPERVISOR, TEAM LEADER**

**BANGALORE, INDIA**

**(JAN 2015- SEP 2017)**

* Handle Service Delivery Operations of AMC and Warranty Installations of the Central Air-conditioning plants
* Control resources such as manpower, material to achieve an effective control on the work front
* Interfacing with customers to identify installation needs and arrange installation date
* Ensure reconciliation of database on a monthly basis & Inventory control of mandatory spares
* Ensure that the materials and equipment are ordered for scheduled jobs
* Conduct Safety and Site audits to check and ensure the plant in operation is in healthy condition and works are carried out are a safe manner.
* Complaint Management: Ensuring the proper logging of complains in SAP ERP and reviewing the pending complaints
* Instructs crews on proper use of materials and quality workmanship
* Maintaining minimum Inventory at Defective Spares Life Cycle Management.
* Prepare required reports on department operation to include production, vehicles, material usage, etc.
* Maintaining Trackers like Demo / Installation Request / Goods returned to distribution center
* Visit Customers on a weekly basis taking the feedback and suggestions.
* Timely and professionally handling service calls and issues arising from field service visits.
* Maintain highest level of customer satisfaction index by continuously meeting commitments for quality standards

**BANGALORE, INDIA**

 **AIR CONDITIONING TECHNICIAN (JAN 2014-JAN 2015)**

* To provide skilled work in the installation, repair, operation, and maintenance of Air Conditioning (AC) equipment and systems at various RRL outlets (FRESH, TRENDS,

FOOTPRINT, DIGITAL)

* Inspect and test system to verify system compliance with plans and specifications and to detect locates malfunctions.
* Discuss heating-cooling system malfunctions with users to isolate problems or to verify that malfunctions have been corrected.
* Record and report all faults, deficiencies, and other unusual occurrences, as well as the time and materials expended on work orders.
* Trouble-shoot Air Conditioning equipment malfunctions, diagnose problems and perform maintenance.
* Requisitions for materials required for the smooth operation Air Conditioning equipment.
* Assists in verification of Refrigeration and Air Conditioning spares purchased/supplied.
* Generate work orders that address deficiencies in need of correction.
* Manage the safety of the Air Conditioning Plant rooms and workshops
* Maintain job worksheets detailing nature of assignment, parts utilized, time expended and type of work performed.

**FACILITY MANAGEMENT EXECUTIVE**

 **BANGALORE (MARCH 2012-JAN 2014)**

**Deputed to BANGALORE, INDIA**

* Coordinating and supporting facility team to manage day- to- day operations.
* Respond to all reactive maintenance within the specified service level agreements and operational policies
* Preparing plan for purchase of equipment & spare parts for referral to FM Engineers & purchasing department.
* Manage and supervise the daily activities of the technical team
* Ensure planning and execution of all preparation required for Conferences / meetings of the client as well as VIP visits scheduled during the shift
* Oversee the Housekeeping Services
* Coordination meetings with vendor for resolution of service issues
* Oversee and carry out maintenance and repair of equipment
* Ensure that Planned Preventative Maintenance tasks are carried out in accordance with the schedule, frequency and task lists.
* Carrying out walk through checks of facilities to maintain facilities for highest standard & avoid facility service interruption
* Coordinate with other teams and ensures satisfactory completion of work
* Carry out routine inspections for the jobs completed by Technicians and Service Partners.

**EDUCATION:** Diploma in Electronics and communication Engineering-2009Karnataka State Open University

**LANGUAGES**: English,

Hindi, Kannada, Tamil