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| C:\Users\isha.gupta\Desktop\WIP\Saurabh Sood\Saurabh SoodPrem090317CD10.jpg  **Saurabh**  A result-oriented professional targeting middle level assignments in Client Relationship Management/Design Engineering/Manufacturing Operationswith an organisation of high repute  Location Preference: Gulf Cities/US /PAN India | | |
| [**Saurabh.359854@2freemail.com**](mailto:Saurabh.359854@2freemail.com) | | |
| core24x24iconsCore Competencies   |  |  | | --- | --- | | Client Relationship Management |  | | Manufacturing Operations  Product Development |  | | Operations Management |  | | Product Designing |  | | Design Engineering |  | | Service Delivery |  | | Business Development |  | | Team Management |  | | | knowledge24x24iconsProfile Summary  A competent professional with nearly 4 years of experience in Customer Service and over 3 years in Engine Design & Development. Knowledge of designing & developing Engine Components. Spearheaded the complete product development cycle starting from product design, tool design, manufacturing, assembly, integration, and so on. Proficient in managing business operations encompassing customer relationship management, day-to-day activities of administrative functions. Skilled in working in fast-paced, high-tech environments requiring skills in management, team building and training. Ensuring customer satisfaction by achieving delivery of service quality norms. Executing policies & procedures in the operating systems to achieve greater customer delight.  edu24x24iconsEducation Pursuing M.Tech. (Automobile and Engine Technology) from University of Stuttgart, Germany  B.Tech. (Mechanical Engineering) from Punjab Technical University, India  12th from Sacred Heart Sr. Sec. School, Ludhiana  10th from DAV Public School, Ludhiana |
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| career24x24iconsCareer Timeline    AMCO Industries, Ludhiana  Jul’11-Dec’11  Mann + Hummel GmbH, Ludwigsburg, Germany  Feb’15 – Jan’17  Oct’13-Present  Persian Restaurant, Stuttgart, Germany  Aug’13-Sep’14  Rennteam Uni Stuttgart e.V., Stuttgart, Germany  Jan’08-Dec’10  Balwindra Tools Pvt. Ltd., Ludhiana | | |
| exp24x24iconsWork Experience  **Oct’13-Present Persian Restaurant, Stuttgart, Germany as Manager-Customer Service**  **Key Result Areas:**   * Improving customer service experience, creating engaged customers and facilitating organic growth * Taking ownership of customers issues and following problems through to resolution * Setting a clear mission and deploying strategies focused towards that mission * Developing service procedures, policies and standards; keeping accurate records and document customer service actions and discussions * Responding to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders; analysing statistics and compiling accurate reports * Ensuring the highest standards of food service w.r.t. Health & Safety management while adhering to hygiene procedures & standards * Communicating with the kitchen staff to ensure efficient food service * Recruiting, mentoring and developing customer service agents and nurturing an environment where they can excel through encouragement and empowerment * Keeping ahead of industry’s developments and applying best practices to areas of improvement * Controlling resources and utilising assets to achieve qualitative and quantitative targets * Adhering to and managing the approved budget; maintaining orderly workflow according to priorities   **Significant Accomplishments:**   * Measured employee satisfaction using methods and recommended initiatives towards enhancing efficiency levels * Supervised all activities and led various initiatives which helped the **Restaurant in receiving the Award of Excellence from TripAdvisor** | |
| **Feb’15 – Jan’17 Mann + Hummel GmbH, Ludwigsburg, Germany as Work-Student**  **Key Result Areas:**   * Executed development and construction of new Test Beds for Liquid Filters * Performed digitization of hand drawings and sketches in CATIA V5 and storage them in Database (CIM Database); set-up of a standardized system to provide technical Drawings worldwide * Altered or modified designs to obtain specified functional or operational performance   **Aug’13-Sep’14**  **RennteamUni Stuttgart e.V., Stuttgart, Germany as Team Member: Engine Development**  **Key Result Areas:**   * Engaged in designing, development, construction & simulation of valve drive & valve components as part of a engine development   **Jul’11-Dec’11**  **AMCO Industries, Ludhiana as Quality and Inspection Engineer**  **Key Result Areas:**   * Approved incoming materials by confirming specifications; conducted visual and measurement tests; rejected and returned unacceptable materials * Documented inspection results by completing reports and logs; summarizing re-work and waste; putting data into quality database * Performed all daily inspection and test of the scope and character necessary to achieve the required in the drawings and specifications * Kept measurement equipment operating by following operating instructions; calling for repairs * Maintained safe & healthy work environment by following standards and procedures; complied with legal regulations * Developed and conducted a variety of tests on inbound materials from vendors and outbound products for shipping; accomplished quality and organization mission by completing related results as needed   **Significant Accomplishment:**   * Recommended training programs for new joinees; ensured that trainings delivered to the team were put into effect and feedback was given on the program success, thereby ensuring a transparent review of acquired talent   Previous Experience  **Jan’08-Dec’10**  **Balwindra Tools Pvt. Ltd., Ludhiana as Work-student**  **Key Result Areas:**   * Administered development & construction of spanners, grease gun and oil splash jug * Performed quality control of produced tools   Internship  **Organization:** RICO Auto Industries Pvt. Ltd., Gurgaon, India  **Period:** Jan’11-Jun’11  **Area of Exposure:**   * Production Department: Production of Cylinder Heads * Application of CAD/CAM * Engaged in the development of alloys   Other Courses   * Intensive German Language Course (Completion C2 &TestDaF) from Carl DuisbergCenter Cologne in 2012 * Basic Course in “Pro-Engineering” from Centre for Development of Advanced Computing, Mohali in 2009 * Introduction semester in Automobile Technology from Cologne University of Applied Sciences in 2012-13   IT Skills  **Operating System:** Microsoft Windows 7/10, Mac OS MS  **MS Office:** Word/PowerPoint/Excel  **Programming Language:** Basics in C  **Design Programs:** AutoCAD, Pro-E, CATIA V5 **Product Management:**  CIM Database  Extracurricular Activities   * Participated in National Service Scheme (NSS), Youth-Fest Zonal’09 &’10 (Third and First Place) and in Cricket (U-19 State Level Cricket Championship’05) * Organized Blood Donation Camps and Trekking-Camp with “Bharat Scouts & Guides”   Personal Details  **Languages Known:** English, German, Hindi, Urdu and Punjabi  **Present Address:** Dubai, UAE | |