**Sartaj**

**Sartaj.371219@2freemail.com**

## Personal statement

An astute professional with nearly 20 years of experience in Service Operations, Customer Satisfaction, Operations & Maintenance and Client Servicing. Possess skills in devising service operations and accelerating the business growth. Well versed with maintenance initiatives, thereby bringing down equipment breakdown as well as achieving annual costs savings.

Exposure of Setting Up and Running Successful Process operations & experience of developing procedures, New Service Networks and service standards for business excellence.

Vast experience on refrigeration and air-conditioning equipment, Home Appliances like Washing Machines and Microwave Ovens and Audio Video products namely LED and LCD TV's, IT products namely Laptop, Monitors and mobiles phones and office automation.

An Effective Communicator with Strong Analytical, Problem solving & organizational abilities.

## Employment history

**Assistant manager--Service**

*Reverse Logistics private Limited  -  Chandigarh*

*April 2015  -  Present   (2 years 3 months)*

Managing All service operations through dealers and distributors, ensuring customer satisfaction and business retention.
Ensuring that operations at the service points match the company standards.
 Ensure the timely completion of customer complaints as per defined TAT to build a trusted brand in market with higher customer satisfaction.
Conduct training for service engineers & keep them update with new products, technologies, SLAs, Process, Policies, and softer skill of customer service.
 Resolve product related warranty and replacement issues with sales team and Partners.
 Reduce & control the warranty and replacement cost with better monitoring and coordination with
sale & service team.
. Regular visit at dealer, Distributor and service franchisee for proper smothening of service.
. Monitor all open/pending calls of service team.
. Audit svc and customer end for best customer satisfaction.
. To execute service policies and monitor Branch Service performance to support and strengthen after sales.
. To prepare budget for all the service centers (ASC/DSC Network) and ensure adherence of the same.
. To study happy call reports on daily basis and take corrective actions to improve service perception.
. To ensure 95% of AMC's are converted by monitoring and working closely with the RSM/SE/AMC Co-
ordinator.
. Ensure all escalations by customers are resolved in a timely and satisfactory manner.
. Marketeting concept of service on wheels to provide faster svc to rural areas and reduce breakdown
time.
. Arrange spares from OEM
. Responsibilty for establishment of service Network in entire Rajasthan,Punjab,Haryana,J&k and
Himachal areas.

**Area service Manager**

*Videocon Industries Limited  -  Ludhiana(Punjab)*

*April 2013  -  March 2015   (2 years)*

To execute service policies and monitor Area service performance to support and strenghten after sales operations and customer care services to ensure total customer satisfaction.
. Prepare budgtet for all the service centers of defined area ( ASC/DSC) and ensure its adherence on
weekly basis.
. Ensure effective service infrastructure availability in ASC & DSC network.
. Study happy call reports on daily basis and take corrective actions to improve service perception.
. Ensure timely availability of manpower in ASC/DSC and control the attrition levels ( from top to
bottom)
. Study & review MOM of sales and service on weekly basis and take actions on pending issues.
. Review & maintain MSL at ASC/DSC end.
. Visit every ASC/DSC and potential upcountry locations,Dealers/Distributors once in a month to
resolve current issues and old issues in consulatation with BSM & RSM.
. Compile dealer/distributor report and obtain no claim status and submit to local sales team.
. Review & Monitor the target V/s Achievement of ASC/DSC of defined area on weekly basis and give
them performance feedback.
. Organize training programs to upgrade/enhance the skill sets of service Engineers.
. Achieve revenue target and ensure all calls are attended as per company TAT.
. Guide & provide technical support to the technicians on criticals problems and avoid delays in
callcompletion successfully.
. Ensure customer call Resolution as per company defined SLA.
. Ensure availability of spares from branch level to service partners
. Monitor of CRM on regular basis for smooth service operation of pending calls.
. Regular quality feedback to support organization to have continuous improvement.
. Ensure smooth recovery process of DOA/RAN/defective stock etc....
. Monitor progress of consumer cases,exceptional cases to settle the same without any delay.

**Service center manager**

*LG Electronics (India) Private Limited  -  Hisar(Haryana)*

*April 2001  -  February 2013   (11 years 11 months)*

• Responsible for job allocation and job flow in the service center including job scheduling and labor allocation for day to day operations.
• Ensure proper service center utilization and manpower productivity on a daily basis.
• Ensure profitability of the service center by managing the available resources.
• Coordinate resources (operational and human), schedules and plan activities to effectively manage jobs.
• Ensure parts are ordered and available for each repair.
• Ensure that the product reports and leaves the service center on time as planned.
• Regularly monitor progress on each job and quickly communicate delays or concerns with the fleet operations.
• Report on manpower overruns or shortfalls to the Management.
• Act as a technical adviser on key projects and other areas of the business as requested.
• Receive and review feedback from customers and follow up to ensure customer satisfaction.
• Discuss with team to identify appropriate course of action.
• Identify staff that require on-the-job training and implement training opportunities to ensure their skills are improved.
• Hands-on supervision of all service center activities, especially technical issues.
• Assists with the Interviewing and conducts hands-on testing of technical applicants.
• Support and full comply with Company and Departmental policies and procedure.
. Regularly Visit Dealer/Distributor for customer satisafaction,defective stock and other service
related issues.
. Check spares part availabilty and maintain MSL (Minimum stock level).

**senior service officer (Service Engineer)**

*LG electronics (I) private Limited  -  Hisar belt(Haryana)*

*May 1997  -  March 2001   (3 years 11 months)*

. Looking after entire Hissar Belt service operation as working of service engineer of all LG product range CE and HA products.
•To understand & resolve issues related to installation & operation of.
•Attending complaints raised by customer/dealers, fault findings & rectification.
•To carry out preventive, corrective & breakdown maintenance of HVAC equipment & systems.
•Good understanding of measuring & testing instruments & their application.
•To ensure appropriate selection of replacement parts, raising spares & consumables requisition as per company procedures for repair & maintenance work.
•To implement understanding of blueprints, drawings, diagrams while trouble shooting.
•To maintain & update customer database, service reports, equipment history periodically.
•Assist customers in startup and commissioning of equipment supplied
•Provide customers with telephone / email support for startup or trouble shooting and rectify faults
•Assisting the customer in selection of correct spare parts required for the equipment supplied
•Review and ensure warranty obligations are fulfilled
•Provide training to user / dealers in the operation and maintenance of equipment
. Regularly visit dealer / distributor for defective check.
. Submit field quality report to H.O. for preventive measure.

**Service Engineer**

*Bestavision Electronics Limited (Goldstar)*

*August 1994  -  April 1997   (2 years 9 months)*

Work as Service Engineer to repair all electronics products like audio system,CTV,printer,fax machine,EPABX ,electronics weighing machine etc.

## Education

**Electronics & Communication Engineering**

*Ramgarhia Polytechnics College  -  Jalandhar*

*May 1991  -  May 1994*

## Skills

* customer service management (16 years)
* customer management (16 years)
* Vendor management (16 years)
* Team Management (16 years)
* communication & Interpersonal skill (15 years)
* operation management (15 years)

## Additional information

**Languages**

Hindi (fluent), Punjabi (fluent), English (conversational)

**Links**

Linked In

linkedin.com/in/sartaj-kumar-sharma-34a03b3a

## Awards and Certifications

**Certification - SAP/ERP**

*May 2006  -  Doesn't expire*

**Certification - MS-office**

*June 1997  -  Doesn't expire*

Fully conversant with MS-Office