Jitendra

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**Summary**

* 10+ years of experience working in the Services function and operational areas.
* Experience in Operational controls, After Market Services and Material Management.
* Excellent skills in CRM, Potential Analysis, Ensuring Customer satisfaction and Team Management.
* Result oriented and business perspective driven by team spirit.
* Excellent analytical & inter-personal skills coupled with strong communication capabilities.

**Work Experience**

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| --- | --- | --- | --- | --- | --- | --- |
| **ORGANISATION** |  | **DURATION** |  | **DESIGNATION** |  | **Products Handled** |
|  |  |  |  |  |  |  |
| **Lava International Ltd,**  **Jaipur** |  | **Current**  **(Since July 2014)** |  | **Assistant Manager** |  | **Smart Phones,Feature Phone,Telecom Devices** |
| Spice Mobility, Jodhpur |  | Feb, 2014- May, 2014 |  | Area Service Manager |  | Smart Phones,Feature Phone, Telecom Devices |
| Samsung (I) Electronics Pvt. Ltd., Jaipur |  | December 2010 – Feb 2014 |  | Service In charge |  | CE , HA , IT and Mobile Phones |
| Hotspots Retails, Noida & Jaipur |  | April 2007-Nov 2010 |  | Service Engineer |  | Fly mobiles |

**Lava International Ltd. July 2014 – Current**

**Designation:** Area Service Manager Jaipur, Rajasthan

**Primary Objective:** Responsible for after Sales Services of Smart Phones, Telecom devices, Devices

**Responsibilities include**:

1. Operational Control, Handling 12 Service Center and Manpower.
2. Trade and Customer Satisfaction.
3. Service Network Management.

**Brief Description of Responsibilities:**

1. Handling 12 Service Centres ( 3 Exclusive Centre, 7 Normal ASP, 2 Collection point) with Team Capacity of 115 Manpower
2. CRM coordination and Customer care operation at front desk and on Phone. Keep update to the management for activities done in Management Services.
3. To maintain the Stock for Spares, Swap phones and Service tools and Assets on Regular Basis at all the Service centres.
4. To maintain the Turnaround Time (TAT) for each repairs as per the company norms.
5. Conduct Product training programmes for sales representatives and technical training for Technicians in Service Centres. Downloading and installing of all the latest repair information and Software available.
6. Forecasting and Requisitions of spares, tools, swaps and assets require for Service Centers time to time.
7. Frequent Visits and Audits of each service centers to meet the service level requirements.
8. Manpower Attrition control.
9. Ensuring sales channel satisfaction towards the Brand and its services.
10. Service Marketing Activities with the objective of Increasing, Customer satisfaction and Brand Awareness.

**Reporting to:** Business Unit Service Manager, Jaipur

**Spice Mobiles Ltd August 2007 –September 2009**

Spice Mobiles Ltd. is a part of Spice Corp, a $ 2 billion multi-faceted group, previously known as MCorp Global. **With “Innovation” as the company’s mantra, Spice began the process of revolutionizing the Communication & Entertainment sector**, with its new age technologically advanced state of the art mobile phones. This led to the birth of Spice Mobile. Spice Mobile phones made its entry two years ago in the Indian market targeting the entry-level handset segment.

**Designation**: Regional Manager -Service, Jaipur, Rajasthan

**Primary Objective**: Responsible for after Market Services of Telecom based product.

**Responsibilities include**:

1. Operational Control
2. After Market Services
3. Channel Management

**Brief Description of Responsibilities:**

1. Handling Service operations and co-ordination with Head Office (Different departmentse.g.Product, Marketing, Sales Logistic, Finance etc.) and Authorized Service centres in Rajasthan,
2. CRM coordination and Customer care operation at front desk and on Phone. Keep update to the management for activities done in Management Services.
3. To maintain the Stock for Spares, Swap phones and Service tools and Assets on Regular Basis at all the Authorized and company owned Service centres Through the 5 Service operation Managers of each state
4. To maintain the Turnaround Time (TAT) for each repairs as per the company norms.
5. Conduct Product training programmes for sales representatives and technical training for Technicians in Service Centres. Downloading and installing of all the latest repair information and Software available.
6. Forecasting and Requisitions of spares, tools, swaps and assets require for Service Centers time to time.
7. Frequent Visits and Audits of each service centers to meet the service level requirements.
8. Doing the service Expansions in State as per the Service call load requirement.
9. Ensuring sales channel satisfaction towards the Brand and its services.
10. Service Marketing Activities with the objective of Increasing, Customer satisfaction and Brand Awareness.
11. Additional responsibility of Branch Coordinator for all escalated complaint.

**Reporting to:**Regional Service Manager, Jaipur

**Samsung (I) Electronics Pvt. Ltd. December 2010 – Jan 2014**

**Designation:**Area Service Manager

**Primary Objective:**Responsible for after Sales Services of Mobile Phones, IT, CE & HA Products.

**Responsibilities include**:

1. Operational Control.
2. Trade and Customer Satisfaction.
3. Service Network Management.

**Brief Description of Responsibilities:**

1. Handling Service operations and co-ordination with Head Office (Different departments’ e.g. Product, Marketing, Sales Logistic, and Finance etc.) and 15 Authorized Service Centres in Rajasthan.
2. CRM coordination and Customer care operation at front desk and on Phone. Keep update to the management for activities done in Management Services.
3. To maintain the Stock for Spares, Swap phones and Service tools and Assets on Regular Basis at all the Authorized Service centres.
4. To maintain the Turnaround Time (TAT) for each repairs as per the company norms.
5. Conduct Product training programmes for sales representatives and technical training for Technicians in Service Centres. Downloading and installing of all the latest repair information and Software available.
6. Forecasting and Requisitions of spares, tools, swaps and assets require for Service Centers time to time.
7. Frequent Visits and Audits of each service centers to meet the service level requirements.
8. Doing the service Expansions in State as per the Service call load requirement.
9. Ensuring sales channel satisfaction towards the Brand and its services.
10. Service Marketing Activities with the objective of Increasing, Customer satisfaction and Brand Awareness.

**Reporting to:** Branch Service Manager,Jaipur

**Hot Spots Retails Ltd**

Hotspots is very large group in retails, turnover were 2.5 billion in year.

**Designation:** Service Engineer, Jaipur, Noida

**Areas of Exposure:** Responsible for After Market Services of Telecom Fly Mobile–Support throughout and Customer service delivery from L3 hub center in Jaipur, India.

**Brief Description of Responsibilities:**

1. Advance Troubleshooting of Fly GSM Mobile Phones up to Level 3.
2. Provide Technical Support to the L2 & L3 Engineers Region wide (22 Care Centers).
3. Training of Authorized Service Center’s Engineers for L2 & L3.
4. Marinating TAT, Bounce and Scrap rate as per targets in all my service centers monitored by me.
5. Downloading and installing of all the latest repair information and Service Software provided by the manufacturer and keep update all Service Centre Locations.
6. Providing Technical support and solving customer queries at all the locations over phone or at front desk.
7. Reporting to HO for repair activities done at Care Locations.

**Reporting to:** National Service Head, Delhi, India

**Education**

**Mahatma Gandhi KashiVidyapith, Varansi**

TwoYears Master of Business Administration (MBA)in Marketing from **Mahatma Gandhi KashiVidyapith, Varansi** in 2017.

**Mahatma Gandhi KashiVidyapith, Varansi**

Three Years Degree in **Bachelor of Business Application**with First Division from**Mahatma Gandhi KashiVidyapith,Varansi Distance Learning**, in2015.

**National Institute of Management, Maharashtra**

Two Years Diploma in Business Administration (DBA) with **A** Grade from**National Institute of Management, Maharashtra**, in2007.

**Rajasthan Ajmer Board**

Higher Secondary Examination (Arts)Jaipur affiliated to RBSC. Board, Rajasthan, in 2003.

**Achievements**

1. Man of Excellence Award in Dec’ 2014 in Lava International Ltd.
2. Director Award in January’2015 in Lava International Ltd.
3. Man of Excellence Award in June’2015 in Lava International Ltd.

**Personal Details**

* Date of Birth :02 July 1985
* Birth of Place : Jaipur, India
* Nationality :Indian
* Marital Status : Married
* Language Known : Hindi& English (Spoken & written)
* References : Shall be furnished at request.