**SREENATH**

Email: [sreenath.387951@2freemail.com](mailto:sreenath.387951@2freemail.com)

**Managerial Level Professional**

Targeting challenging assignments in **Repair & Maintenance | Business Development of Mining & Heavy Machinery** with an organization of repute preferably in **Heavy Machinery/Automobile industry**

**Profile Snapshot**

* A competent professional with **4+ years** of experience in automobile sector:

Repair & Maintenance Warranty & Claims Customer Service Operations

Sales & Business Development Process Enhancement Team Management

* Managed the service operations of a wide range of products with the merit of spearheading numerous customer service improvement initiatives during the career span
* Experience in providing complete technical support to the customers with a team of engineers which includes complete product support, troubleshooting, and so on
* Expertise in maintenance and repair of equipment especially in

**JCB LOADER WITH BACKHOE** (JCB 3dx , JCB 4dx)

**JCB FRONT LOADERS**  (JCB 430 , JCB 432 zx)

**DUMPER TRUCKS (**especially Tata hyva, tipper,trailor)

**HYDRA** (ACE hydra)

**FORKLIFT** (goodrejforklift)

**HYDRAULIC EXCAVATER (**TATA HITACHI EX 1900-5/6)

* Proficiency in managing maintenance of various equipment to reduce downtime & enhance operational effectiveness of equipment
* Skilled in monitoring customer grievances and ensuring their effective resolution for superior customer service
* An effective communicator with excellent relationship management skills and strong analytical, leadership, decision-making, problem solving & organizational qualities

**SKILLS**

* Inventory management
* Man management
* Diagnosis and repair
* Hydraulic equipment
* Preventive maintenance
* Electrical system

**Work Experience**

**FEB 2018 to NOV 2018 date with GK JCB( An authorized dealer of jcb company in Chhattisgarh )**

**Joined as Branch head in Dalli rajhara branch of GK JCB.**

* **Role : BRANCH HEAD**

Monitors and ensure to branch sale and service process and achieve financial objectives i.e. revenue growth and profit. Proper quality inspection of all vehicles prior to customer delivery. Customer handling on warranty and warranty claim issues.

**JUNE 2016 to JAN 2018 with SKS ISPAT AND POWER .Ltd.( SILTARA, RAIPUR)**

**Joined as Asst. engg. and promoted to shift in charge**

* **Role : SHIFT INCHARGE**

Maintenance and performing structural inspection, random quality check, condition based monitoring, machine performance check, Fire safety audit, warehouse audit, Site audit, Data download analysis, semi&unskilled 2

**JAN 2015 TO MAY 2016 with Recon technologies pvt. Ltd.(An authorized dealer of tata hitachi)**

**Joined as Service engineer**

* **Role : SERVICE ENGGINEER**

Maintenance and site supervisor of distinctive work field inside mining area.

**SEPT 2014 TO FEB 2015 with Bajaj finance(Bhilai)**

**Joined as recovery agent**

* **Role : RECOVERY AGENT**

Collection of loan amount installment vise via. manually recipt

**IT SKILLS**

* MS OFFICE
* C++ Programming
* PRO-E
* CATIA

**Education**

* Bachelor of Engineering in Mechatronics from Chhattrapati shivaji Institute of Technology (C.S.I.T), durg in 2014
* HSC from BSP SR.SEC. School, Dalli rajhraa in 2009
* Diploma in computer application (D.C.A) from Indian Institute of management technology (I.I.M.T)
* SSC from BSP SR SEC. School, Dalli rajhara in 2007

**Projects**

* Submitted projects on:
  + Mobile controlled irrigation system(using DTMF technology)
  + Anti theft system in bank locker (using IR sensor)

**Trainings**

* Attended vocational training at:
  + Service engg . training on hydraulics and electricals
  + Netratva robotics lab at new civic centre (bhilai)
  + Workshop attendant at Maruti Suzuki service centre (supela ,bhilai)

**Personal Details**

Date of Birth: 16th August 1991

Languages Known: Hindi, English & Malayalam