**Meeran**

E-Mail ID: meeran-393405@2freemail.com

**Objective:**

 To become a successful professional in the field of Technical Service operation/ Customer Support by utilizing my skills and enable further personal and professional development and work towards the prosperity of the organization.

**Academic Qualification:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Course | Name of the Institute | Name of the Board/ University | Year of passing | % (or) CGPA |
| B.E (Mechanical Engineering) | Apollo Engineering college | Anna university, Chennai | 2013 | 8.11 |
| HSC | M M A Govt. HigherSecondary School | State board of school examinations, Tamilnadu | 2009 | 85 % |
| SSLC | M M A Govt. HigherSecondary School | State board of school examinations, Tamilnadu | 2007 | 85 % |

**Project Details:**

* Mini Project title : Design and Fabrication of Indexing mechanism
* Description : Converting Continuous motion into Intermittent motion
* Main Project : Rejection reduction by Error proofing method
* Description : Eliminating rejections in Engine assembly section by Error proofing method in Ashok Leyland

**Work experience:**

* **Position:** Sales Consultant-AC Service Centre
* **Job Responsibilities:**
1. Approaching Customers in Market & Taking New Annual AC Maintenance Contracts.
2. Converting Warranty Customers into AMC.
3. Maintaining the Existing AMC customers (Renewals)
4. Approaching New Customers for AC Retrofit & Reconditioning Jobs.

**Working period:** April 2018 to Till now

* **Position:** Executive-Territory Executive- Commercial Service-Chennai
* **Job Responsibilities:**
1. Enabling customer delight, by providing Quality services
2. Service In charge for Key Accounts (Corporate) & Telecom Customers in Tamilnadu
3. Handled as a Service In charge for Sales & Service dealers(Ductable & Split Ac) in Chennai & Service Franchisees in NASA circle
4. Effectively resolved customer issues, provided business solutions to achieve customer needs.
5. Actively involved in handling the entire marketing operations & business development activities.
6. Managing after sales service of professional products range as well as monitoring service dealers/franchisee network.(RAC, Cassette & Ductable Acs)
7. Making revenue generation through AMC, Spares, Trading items, OTR works.
8. Ensuring 100% PMS Compliance for Key accounts and telecom customers & Breakdown calls completion within TAT
9. Warranty payout, Free Installation scheme & Gas claim bill validation for all Dealers.

**Working period:** November 2014 to April 2018

* **Position:** Engineer -Designing & Estimating department
* **Job Responsibilities:**
1. Preparation of shop drawing for the project.
2. Analyzing drawing from the client & to estimate the supply & erection cost for the project.
3. Retrieved purchasing and logistics input data.
4. Prepared detailed records of the estimate provided a break up, which included the material cost and the materials required for the project.
5. Confirmed cost estimations with site in charge & project controller.
6. Coordinated with the other departments and prepared technical proposals for the organization.
7. Planned a material list and provided detailed drawings.

**Working period:** August 2013 to November 2014

**Relevant Skills:**

* Knowledge on HVAC Service industry
* Converting Warranty customers to AMC & solving customer service issues
* Good rapport with Dealers & customers
* Good handling of MS office
* Knowledge of the techniques of preparing estimation
* Knowledge of the aluminium joinery fabrication industry

**Co-curricular Activities:**

* Won a first prize in Water Rocketry event conducted at National level Technical symposium.
* Industrial visit to Ashok Leyland, Ford and Schwingstetter.

**Extra-curricular Activities:**

* + Won a first prize in Short film contest conducted at our college.
	+ Organized national level technical symposium in our college in September, 2012.
	+ Organized fund collection program in the school for the people who are affected by earthquake.

**Endowment:**

* + Leadership
	+ Problem solving
	+ Innovative and creative
	+ Ambition Minded
	+ Promptness

**Personnel Details:**

 Date of Birth : 30-JULY-1992

 Language Known : English, Tamil (Read, write & speak) & Hindi(Speak)

 Native : Chennai

 Hobby : Playing, Listening music, Browsing

**Declaration:**

 I certify that all the above given information are correct to the best of my knowledge.

Place: Signature

Date: (Meeran)