

# Pardeep

## Engineer

### (Sales & Service)

6.3 Years

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## Pardeep

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## Profile Summary

I have a total 6.3 Years of experience in Sales and Service department where I utilize my education and experience for mutual growth. During my experience i have been working with many government and private sector's customers for Sales, Installation and Commissioning the equipment with higher satisfaction. I have a more experience of working with Sales / Service, Marketing, Engineering and Production department to resolve the problems and achieve business target.

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## Skills

Technical Support, Technical Audit, Extensive Travel, Customer Satisfaction, Service Management, Maintenance, Railway, Manpower Management, Resource Utilization, Bank Products, AMC, Engineering, Customer Handling, Breakdown Analysis, Documentation, Resource Utilization, Marketing, Sales, Field Service, Production, Commissioning, Installation, Customer Support, Customer Management, Challenging Task, Business Development, Joint Note, ERP, Time Utilization.

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## Experience



### River Engineering Pvt. Ltd. / Engineer

NOVEMBER 2017 - PRESENT, GREATER NOIDA / PAN INDIA

**Company Profile :** River Engineering Pvt Ltd is engaged in designing, manufacturing and supplying of top-of-the-line products in the technology arena of electrical, magnetic and electro-mechanical for Mainline Railways, Metro Rail, Aerospace and Defence applications. River Engineering deals for Manufacturing in mechanical, Electrical component for Indian railway, Indian Air Force, DMRC, Barco India Pvt. Ltd, BEML etc. It has a largest Manufacturing area for Locomotive engine products.

### Job Responsibility :

- Handle Customer complaints (Equipment Failure or Spares).
- Liaise with the relevant parties (internal or external) regarding the specifications of personnel development requirements and outcomes.
- Accepted responsibility for ensuring execution excellence in encompassing the processes, continuous improvements, partner satisfaction & capability building in the team.
- Handle team of 15 Service Technician.
- Proficient in Negotiating, Handling Techno-Commercial proposal and finalizing the orders.
- Gave training to customer for easy and better understood of equipment operation.
- Built and maintained relationship with key contacts at potential clients to get access to new business opportunities.
- Perform first line maintenance on the equipment at customer site to ensure the assigned machine is maintained at the established level.
- Ensure that the required Preventative Maintenance is performed.
- Manage on-site inventory of spares. Coordinate shipments of spares for repair and replacement.
- Meeting with customers as per business requirements.
- Records maintenance of activities using approved methods and procedures.
- Install machines at customer site & testing.
- Provide coverage for other Field Engineers during vacations, illnesses, etc. on an as requirement. Coverage can be at the home site or could necessary to travel other sites.



**Giesecke & Devrient** / Assistant Engineer  
DECEMBER 2015 – NOVEMBER 2017, NOIDA

**Company Profile :** G&D is a global leading organization which deals with mainly two products one of MOBILE SECURITY other is BANKNOTE service.

**Job Responsibility :**

- Respond to service calls from customers in a timely manner.
- Ensure that the required Preventative Maintenance is performed.
- Collect AMC as require projection in field.
- Closing Corrective Complaints as soon as possible.
- Install Machine at customer site as per requirement.
- Upgrade software on machine as soon as possible after receiving from HO.



**Indosolar Limited** / Assistant Engineer  
AUGUST 2014 - DECEMBER 2015, GERATER NOIDA

**Company Profile :** Indosolar Limited is the leading Indian manufacturer of solar photovoltaic cells. Machinery and technology have been supplied by industry leader, SCHMID GmbH, Germany, on a turnkey basis.

**Job Responsibility :**

- Team building and discussing for achieving higher productivity, discipline and motivating people for skill development through intensive class room and on-job training.
- Identify gaps in production process and make recommendations as required to sufficiently remedy issues.
- Develops schedules and manpower requirements for assigned areas.
- Proactively identifying areas of obstruction/breakdowns and taking steps to rectify the equipment through application of trouble shooting tools; include failure analysis, repeated errors, root cause analysis. Technologically upgrading of the obsolete Machines.

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**Achievements**

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SMGR's problem of that was repeated repeatedly, I fixed it for a long time.

Solution given by me on rejected material, which gives a profit of approx. 0.5 Crore INR to the organization.

Planned, designed, and developed tools for easy work.

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**IT Skills**

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MS Word, Excel, ERP, Software Installation, Window 10 , 7 & XP, Command in Handheld Computing devices and scanners.

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**Education**

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**Govt. Polytechnic Sanghi** / 3 Year Technical Diploma  
MAY 2011 - JUNE 2014, ROHTAK

**Required Location : Ready for anywhere in India location.**

**DECLARATION :**

I hereby declare that the above information is true and correct to the best of my knowledge and belief.

Date : 01<sup>st</sup> November, 2020

Place : Noida

Signature:-

(Pardeep)