



Aniket Dumbre

(Training Specialist)

Cell

09665453988

Email

aniket.dumbre19@gmail.com

Address

Runwal Gardens, T-3, Room
No- 1106, Dombivli
(East)-400026

Education

BE (Electronics & TC)

Mumbai University
2016

Skills

- MS Office Proficient.
- Patient & Diligent.
- Willingness to learn new technology.

Languages known

- English
- Hindi
- Marathi

7+ years of experience in CDIT service industry. I'm looking forward to explore opportunities that will allow me to be more creative & work with team that have passion to work towards a common goal.

Experience

Feb 2024-Present

Jeeves Consumer Services Ltd (Flipkart Ltd)

Training Specialist (CE)

- Provide technical and soft skill training to field engineers.
- Responsible for all CE product technical support in the region.
- Create Training content, Technical bulletin, technical advisory, Troubleshooting videos for field team,
- RCA of RR/RPD/MPD to identifying new training requirements.
- Create training calendar as per requirement & Maintain training activities & employee progress.
- Does SVC visits & customer visits with technicians to identify gaps & service quality improvement.

Feb 2022-Feb 2024

Reliance Retail Ltd (ResQ)

Technical Support & Training Executive(CE)

- Provide time to time technical and soft skill training to field engineers.
- Responsible for all CE product technical support in the region.
- Preparing Technical bulletin, Advisory and short training , troubleshooting videos for field engineers.
- Provide technical approvals (Class A part replacement) & DOA approvals for CE products .
- Attend Serviceability before new product launch & suggest any changes required in product & BOM creation.

Oct 2021-Feb 2022

KBG Services Ltd. (Panasonic India Ltd.)

Officer-Service Operation (Technical-CE)

- Responsible for all CE product technical support in the region.
- Provide time to time technical and soft skill training to field engineers.
- Preparing Technical bulletin, Advisory and Training Content for field engineers.
- Does customer visit or dealer visit in case of escalation in field.
- Responsible for service center audit and engineer skill test in field.

April-2017- Oct-2021

Reliance Retail Ltd (ResQ)

Technical Support Executive(CE)

- Provide technical approvals (Class A part replacement) & DOA approvals for CE products .
- Provide technical support to on-field engineers over the call.
- Preparing technical bulletin, Advisory and training content..
- Making reports & summary of spares consumed on field.
- 4K TV connectivity project lead with 32 service engineer in region.