



ALOK KUMAR

Testing/Service Engineer

CONTACT

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- Patna, Bihar

SKILLS

- Battery Testing
- Microsoft Office
- Teamwork
- Failure Analysis / RCA
- Customer Service
- Effective Communication
- Ability to Work Under Pressure

LANGUAGES

- English (Fluent)
- Hindi(Fluent)

EDUCATION

- 2006**
LMC HIGH SCHOOL
Secondary School
- 2009**
NIOS
Sr. Secondary
- 2010 - 2014**
B. Tech (EE)
SHIATS (ALLAHABAD)

PERSONAL PROFILE

To continuously learn and enhance my skills and abilities technically and be a part of an organization of international repute and standards, where I get the maximum exposure to various technicalities and industrial challenges. Where, my potential is fully utilized resulting in the growth of both, the organization as well as my career.

WORK EXPERIENCE

- SR. SERVICE ENGINEER | FEB 2023 - TILL DATE**
Exicom Energy Systems Pvt. Ltd. Gurgoan
 - Execute the service plan effectively.
 - Handle customer complaints and provide remote technical Assistance as well as on site visit for Battery complaints and training of dealer team.
 - Ensure and meet the SLA
 - Responsible for all type of battery service related issue for 2w and 3w.
 - Failure Root Cause analysis and share information with upstream teams for Product Development.
 - Understanding of Battery diagnostics.
 - Make Field Technical report and analysis of SD card data of Battery to enhance troubleshooting efficiency and accuracy.
 - Actively Engaged with customer to solicit Feedback, Fostering a culture of continuous improvement and customer-centric service delivery.
- SR. TESTING ENGINEER | MAY 2021 - JAN 2023**
Sieger Technologies, Kundli(Haryana)
 - Testing machine and testing area.
 - Responsible for Capacity test and sanity test.
 - Responsibility of planning manpower according to skill matrix for achieving maximum output.
 - Battery Pack root cause analysis of Failure and Rejection.
 - Responsibility of rework plan, raw material planning on daily basis.
 - Testing Validation of configuration setting.
 - To deal with rework and testing related document like daily rework and testing report sheet, service note, material requisition etc.
 - Cell Capacity grading of Lithium cell.
 - Rework of battery (In-house and Service)
 - Analyze defects in customer replacement products and improve them on line.

HOBBIES

- Cooking
- Cricket
- Book Reading
- Music

COURSES

PGDC IN TRANSMISSION AND DISTRIBUTION
2015
NPTI,BANGALORE

TESTING ENGINEER | NOV 2018 - JAN 2020

Nruthya Ganapathi Engineer, BANGALORE

- Panel testing (Battery charger, ACDB, DCDB) of substations.
- Rectifying the panel and battery issue (Production & onsite)
- To Attend inspection call for panel.
- Procurement of materials for company

TRAINEE ENGINEER | MAY 2017 - APRIL 2018

Marathon Electric India Pvt. Ltd. Faridabad(Haryana)

- Study and implementation of new design for 3 phase induction motors as per customer requirement
- Doing process quality check especially for sample development.
- Making new samples of IE2 motors.
- Making new BOM (Bills of materials)
- Release of new APL.
- Initiate the sample development as per Marketing and customer requirement.
- Testing and Analysis of sample motor performance.

