

AMAR SINGH

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Seeking high level assignments in Training, Operation, Production, Maintenance and Quality control with a high growth oriented organisation of repute.

PROFILE OVERVIEW

- ☑ A competent professional (B. Tech in Electronics & Communication) with **4 years** of experience in **Process & Training, Customer Service Operation, NPI Quality and Tech Support.**
- ☑ Working with **Flextronics Technologies (I) Pvt. Ltd**, Phase - 2 Udyog Vihar Gurgaon as **Technical Trainer.**
- ☑ Having exposure in **Training & Process, Customer Service Operations, Tech. Support, Team Supervision, and Quality Supervision.**
- ☑ Having diversified experience in Factory operations, Process and Technical Training with Quality supervision.
- ☑ Good Communication and Presentation Skills.
- ☑ Make good communication channel between Management and Front End Team.

CAREER CHRONOLGY

Flextronics Technologies (I) Pvt. Ltd

Technical Trainer

Professional Highlights

- Providing Training and Process support on Peerless Brands (**Microsoft, Nokia, Lenovo, HTC, Huawei, Xiaomi, Le Eco and VeriFone**).
- Imparting Process and Technical part to PAN India Flex Authorized Service Centers.
- Evaluate result and determine overall effectiveness of training program & monitoring service support approx.150 ASCs to PAN India.
- Plan and Organize training programs according to organizational requirement and conduct onsite and Offsite training for ASCs.
- Prepare and circulate Technical and Service bulletins to PAN India ASCs.
- Handling Escalation on Technical, CRM and Process issues.
- Conducting Exams and Assessments to certified Field Engineers.
- Collecting Feedback on major Issues from field and analyzing from BR with the help of R&D Team.
- Working on PPI, RR and Quality Fails Trend Analysis.
- Maintaining Knowledge base (Technical Library) for organization.

KEY DELIVERABLES

1. **Training Request to Execute**
2. **Training Plan Vs Execution**
3. **Post Training Effectiveness**
4. **Support Execution**
5. **Productivity**
6. **Training Quality Measurement**
7. **Weekly Training Report**
8. **RR and PPI Analysis**
9. **New launch Model Feedback**
10. **Training material Preparation**

- ☑ Coordinating with Program Manager, RSM and RSEs to receive training nomination for Training Calendar.
- ☑ Assign the onsite and offsite Training Plan as per nomination request and implementing Autonomous productivity activities and continual focus on improvement of quality efficiencies.
- ☑ Evaluate result and determine overall effectiveness of training program and monitoring service ASCs performance.
- ☑ To achieve target conduct Basic Training program like 5S, ESD precautions, Soft Skills and DO's and Don'ts Activity.
- ☑ Calculate productivity as per level request and set monthly target for 80% Training and 20% Tech support.
- ☑ Maintaining weekly and monthly analysis reports on RR, PPI, PPM and Quality fail trends and work with corrective & preventive action for the same in consent with quality.
- ☑ Providing User Level Feedback and Testing observation on New Launch Products.
- ☑ Collecting feedback on major product failure query from field and analyzing from BR with help of R&D team.

Professional Highlights

- User level Feedback and Testing on New launch products.
- Make plan and goal to achieve TRC target and provide best service of our customers.
- Maintain TRC performance and KPIs record and report.
- Maintain 5S and share technical hints & bulletin to all engineers.
- Troubleshooting on PCB, Mobile Testing, Handset Repairing.
- Upgrade software matrix of running models for Front End Team.
- Also provide Marketing support.

SEMINAR/TRAINING/PROJECT

- ☑ Presented seminar on **Digital Audio Broadcasting.**
- ☑ Four weeks training from **Electric Loco Shed Kanpur.**
- ☑ Four weeks training from **Doordarshan Kendra Lucknow.**
- ☑ **Switched Mode Power Supply.**
- ☑ **Free Space Laser Communication.**

COMPUTER SKILLS

<i>Operating Systems</i>	:	Window XP, 2000, Vista, 7
<i>Language Known</i>	:	Basic C & C++
<i>Softwares Known</i>	:	AutoCAD 2009, Microsoft Office 2016
<i>Programming Skills</i>	:	Matlab and Embedded System

EDUACTIONAL QUALIFICATIONS

- ☑ **High School (Science Stream)** from BVMIC Kanpur in 2005 with 65% marks.
- ☑ **Intermediate (Science Stream)** from BVMIC Kanpur in 2007 with 66% marks.
- ☑ **Diploma (Electronics Engineering)** from Govt. Polytechnic mainpuri in 2010 with 71%marks.
- ☑ **B-Tech. (Electronics & Communication Engineering)** from BIET Jhansi in 2013 with 69% marks.

PERSONAL PROFILE

<i>Date of Birth</i>	:	12 th Jan 1991
<i>Father's Name</i>	:	Kailash Babu
<i>Mother's Name</i>	:	Vijay Laxmi Devi
<i>Sex</i>	:	Male
<i>Marital Status</i>	:	Single
<i>Nationality</i>	:	Indian
<i>Hobbies</i>	:	Reading books, Playing Chess & Internet Surfing
<i>Languages Known</i>	:	Hindi & English
<i>Area of Interest</i>	:	Networking and New technology
<i>Permanent Address</i>	:	362 EWS Part-3 Ganga Ganj Colony Panki Kanpur-208020
<i>Temporary Address</i>	:	Samalkha New Delhi-110037

Date:**Place:****Amar Singh**