

Triveni Maurya

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Skills

- Managed international customers
- Oversight of warranty and AMC (Annual Maintenance Contract)
- Proficiency in using Jira, Confluence, and Zoho Desk, Freshdesk
- Skilled in Microsoft Office and Excel
- Expertise in troubleshooting
- Establishing and maintaining customer relationships
- Effective management of spare parts
- Addressing mechanical, electrical, Linux, and PSQL data-related issues
- Utilizing SAP for spare parts manufacturing and sales
- Demonstrating strong customer relations and customer management skills
- Developing and deploying Django-based web applications in cloud hosting environments
- Conducting knowledge

Summary

Experienced professional adept in technical support, product training, and service management. Skilled in leading teams and optimizing processes to ensure seamless operations. Proficient in robotics product support and UAV product support. Excels in troubleshooting, customer service, and team leadership.



Career History

Field Support Manager (July 2022 - Current).

General Aeronautics Bangalore.

- Offer comprehensive field support for post-sales operations.
- Plan and establish a drone operation center.
- Provide feedback on the product to internal stakeholders to enhance the product.
- Monitor and oversee retrofit and change management.
- Monitor weekly, monthly and annual reports and direct CST actions based on reported data.
- Provide problem resolution to customers on escalated product issues
- Establish key performance metrics for project management aligned with the company's strategic goals.
- Develop and implement procedures for capturing, evaluating, and analyzing customer feedback.
- Collaborate closely with company leadership to achieve high-level performance objectives, meet business goals, and foster a customer-centric culture.
- Manage costs and ensure the delivery of high-quality products and services to customers.
- Ensure the timely preparation of high-quality progress reports, program reports, and other business intelligence documents.

Previous Roles at Grey Orange

Senior Technical Support Engineer (April 2019 - 30 June 2022)

Senior Service Engineer (April 2017 - March 2019).

Product Trainer & Spare Spoc (April 2015 - March 2017).

Service Engineer (June 2014 - April 2015).

- Research and discover resolutions for software and hardware issues.
- Resolve system problems within agreed timeframes.
- Guide clients through a series of steps to address technical issues via phone, email, or chat.
- Appropriately escalate unresolved problems to the relevant internal teams, such as software developers.
- Plan and conduct product training for new team members.
- Identify knowledge gaps within the team and offer training to address them.
- Create training documents and standard operating procedures (SOPs) for processes.
- Plan spare parts allocation for sites and regional offices based on yearly consumption analysis.

- gap analyses and creating training plans
- Preparing training documentation
- Possessing experience with Grafana
- Battery (Li-ion, Li-Polymer) Application support

Highlights

- Engages in daily global client interactions to coordinate and resolve issues.
- Holds a valid USA business visa until 2028.
- Collaborates with prominent clients worldwide, including XPO and Verte in the USA, Sodimac in Chile, Royal Flora in the Netherlands, and Homology in Japan.
- Provided support to various clients, including HUL, Flipkart, Delhivery, DTDC, Aramex, Jabong, Myntra, and Pepperfry, at different locations in India.
- Took the initiative to create training documents, spare processes, and standard operating procedures (SOPs).
- Oversees contract team members and manages their activities.
- Proficient in team administration and the hiring process for team members.
- Played a key role in the initial design and implementation of the training room.
- Pioneered the establishment of the spare issuance process.

- Generate sales orders in SAP and coordinate with the Account team to complete invoices.
- Monitor and manage spare parts inventory at both HQ and regional offices, replenishing as needed through supply chain orders.
- Create production orders in SAP for spare subassemblies.
- Follow the documentation process and coordinate the team to dispatch materials to the sites.
- Handle customer complaints and incidents, such as breakdowns.
- Gather feedback from customers and managers to enhance customer service.
- Proactively identify system issues.
- Maintain uptime in accordance with service level agreements.
- Understand customer issues and provide solutions.
- Coordinate and submit feedback to the development team promptly for site-related issues.
- Communicate relevant information to the manager and the team effectively and accurately.
- Ensure client needs are met in a timely and cost-efficient manner.
- Minimize downtime through proactive measures.
- Guarantee customer satisfaction by delivering the highest quality service.

Maintenance Engineer at Paras Pressure Die Castings Delhi (2013 - 2014)

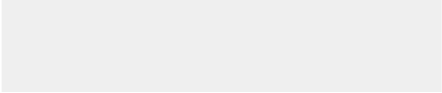
- Planning and carrying out maintenance tasks.
- Developed detailed, step-by-step procedures to streamline daily tasks, enhancing workflow efficiency.
- Coordinating tooling changeovers, setups, and repairs to reduce downtime and boost productivity.
- Offering practical technical support, guidance, and mentorship to individuals at all levels.

Education

- Achieved a PGDM in Operations Management from Narsee Monjee School of Distance Learning, Mumbai.
- Obtained a B.Tech degree in Mechanical Engineering from Uttar Pradesh Technical University between 2009 and 2013.

Accomplishment & Certifications

- Achieved a certification in Full Stack Web Development using Django and Python through Udemy.
- Attained certification in the Python Mega Course with 10 real-world applications from Udemy.
- Received the Grey Orange Customer Excellence Award for outstanding customer service in 2016.
- Earned the Grey Orange Backbone Award for exceptional work in 2015.
- Secured third place in a national-level robotics competition at Graphic Era University, Dehradun.
- Received an appreciation letter and advanced to the final round in a robotics event at IIT Kharagpur.
- Successfully completed a one-month summer training program with Larsen & Toubro Ltd at Rail Wheel Plant Chapra.

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- Completed a four-week training program at the Indian Locomotive Workshop in Lucknow.