

## MADATHALA SRIKANTH

3-107/23, Shivapuri colony, Boduppall, Hyderabad – 500092 | +91 9700673586 | Srikanthmadathala98@gmail.com

### **SUMMARY:**

Driven Area Service Manager with 7+ years of experience in managing service partners, warranty services, customer satisfaction, and team co-ordination, leveraging expertise in domestic home appliances, commercial HVAC, Controls, Fire and Security domains to drive sales growth and enhance customer experience.

### **EXPERIENCE:**

Area Service Manager at B/S/H/ Household Manufacturing Pvt. Ltd., Hyderabad

Apr,2024 to till date

- Managing and driving aftersales revenue and margin, achieving 40 Lakhs per month.
- Managing and driving Additional warranty coverage and warranty conversion per month, achieving 10 Lakhs.
- Driving product spares revenue on monthly basis achieving more than 10 lakhs per month.
- Led 12 service partners to deliver service KPI like response time, turnaround time as per company goals.
- Ensuring high level of customer satisfaction through prompt resolution of service issue and maintaining NPS scores.
- Conducting regular audits and inspection at service partners to ensuring there is no deviation in protocols.
- Oversee dealers across Hyderabad to ensure optimal performance and drive revenue.
- Managing Account receivables to ensure timely payments from service partners and customers.
- Oversee spare parts inventory and logistics to ensure availability.
- Enhance technical skills to improve service quality and efficiency.
- Analyze recurring issues to implement preventive measures and reduce repeated complaints.
- Set performance targets to service partners and support to achieve business objectives.
- Prepare reports and forecasts of revenue monthly basis to higher reps.
- Ensured compliance with all safety regulations and company policies.
- Recipient of Area manager of the month twice during all India service meets.

Assistant Manager at Johnson Controls India Pvt. Ltd., Hyderabad

Dec,2019 to Till Date

- Responsible for driving revenue and margin targets in digital sales.
- Analyze potential customer to identify opportunities for digital sales growth.
- Prioritize digital sales initiatives based on their potential impact on revenue growth and customer acquisition.
- Comprehensive financial oversight for warranty service operations, encompassing budgeting, cost tracking, claims processing, financial audits, and strategic planning to optimize profitability.
- Responsible for leading warranty services and records of HVAC products like Chillers, Industrial Refrigeration, HVAC control products by Service Max tool and SAP.
- Transforming warranty leads into valuable business opportunities through proactive engagement and tailored solutions.
- Checking the technical feasibility and supporting engineers preparing Techno-Commercial quote for additional requirements of customer after sales.
- Improving TAT for warranty issues at customer sites by coordinating with field level engineers, India SME, APAC SME, and factory.
- Providing technical support to service teams on-field in coordination with Factory.
- Involving in site visits for RCA and providing immediate solutions to critical on-site HVAC problems.
- Assessing quality issues of installed products and escalating to design and manufacturing teams.
- Responsible for ensuring the target of meeting the targeted learning hours as part of LPT (Learning Progression Tool) of India.
- Assisting and guiding DETs (Diploma Engineer Trainees) on technical and on-site training.
- Mentoring technical training activities for new-joiners and sole-organizer of technical trainings by coordinating with APAC and Factory engineering teams.

Senior Delivery Engineer at Blue Star Pvt. Ltd., Bangalore

June,2016 to Nov,2019

- Proficient in the intricacies of Variable Refrigerant Flow (VRF) system.
- Skilled in troubleshooting Bluestar make VRF V plus systems, VRF V S side discharge systems.
- Attended trouble-shooting complaints of all chiller units like screw, centrifugal, electrical systems of Bluestar make.
- Expertise in commissioning and repair of Chiller units.
- Carrying out the timely PPM for chillers as per company SOP.
- Experience in conducting RCA for failures on-site and feedback to technical teams.
- Preparation of techno-commercial quotations for warranty to AMC conversions.
- Actively generating leads for labor and material business to solve on-site chiller issues.
- Handling of all customer service requirements pertaining to chiller units.
- Implemented 5's practices in sites allocated to me.
- Implemented kaizen practices in chillers.
- Having strong knowledge in overhauling the compressors.
- Three-time awardee of employee of the month.

#### **EDUCATIONAL QUALIFICATIONS:**

<b><u>Course</u></b>	<b><u>Duration</u></b>	<b><u>Institute</u></b>	<b><u>Percentage /CGPA</u></b>
Master of Business Administration in Business Analytics	2023 -	Birla Institute of Technology and sciences – Pilani (BITS – Pilani)	8.25/10
Bachelor of Technology in Mechanical Engineering	2017 - 2020	Institution of Engineers, Kolkata	7/10
Diploma in Mechanical Engineering	2013 - 2016	Jawaharlal Nehru Government Polytechnic, Hyderabad	84.33%
Secondary School Certificate, A.P (Class X)	2013	Pragathi Vidya Nikethan High School, Hyderabad.	9.7/10

#### **ACADEMIC PROJECTS:**

##### **Study project on Screw Conveyors**

- Complete study project on Screw conveyors.
- Screw conveyors are employed in industries and manufacturing or processing organizations namely, the horizontal, the vertical and the inclined screw conveyors belonging to fixed and movable platform.
- The screw conveyors have their own advantages coupled with disadvantages and limitations for the specific applications desired by end user.

##### **Study project on I-VTEC Engines**

- Complete study project on I-VTEC engines.
- Variable valve timing and lift electronic control is system developed by Honda to improve volumetric efficiency and increase RPM and low fuel consumption.
- The VTEC system generally uses two camshaft profiles and hydraulically select between the profile.

### **Industrial Training in DRDL**

- As a part of academic, undergone six months industrial training in Defence research and development training to understand different type of machines used in manufacturing.
- Understanding the use of computer numerical controls and numerical controls machines in different manufacturing process i.e., turning, milling, drilling process.
- Few practical experiments done on CNC milling machine during the six months industrial training.

### **EXTRA CURRICULAR ACTIVITIES AND ACHIEVEMENTS:**

- Recipient of B certificate in National Cadet Corps.
- Took participation in half marathon conducted by Skechers in Chennai.
- Achieved 86% in senior general knowledge test conducted by united school organization of India in 2012.
- Stood second in story writing conducted by Rangacharya Smaraka in 2013.

### **SKILLS:**

- Intermediate: AUTOCAD
- Intermediate: MS Office
- Basic: Power BI
- Good experience in customer handling
- Technical Support
- Warranty Handling
- After sales & service support
- Failure Analysis
- Resolving customer issue