

# Bhavin Mistry

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## PROFILE

- Service & Operations professional with over 8 years of experience in Service Operations, Customer Relationship Management & Program Management in Gujarat
- Hands on experience working on SAP CRM to manage Customers during their Lifetime Cycles, VOC Management through CRM
- Handling Electronics machine, Equipment. Excellent problem capability.
- Responsible for leading critical Projects as well has having experience in man management and leadership



## EDUCATION

2009- 2012	B.E in Electronics and Communication Engineering Vishwakarma Govt. engineering college, Ahmedabad Gujarat Technological University Percentage (CGPA): 7.36 (Class: First class)
2006- 2009	Diploma in Electronics and Communication Engineering Government Polytechnic, Ahmedabad Technical Education Board Percentage: 70.20% (Class: Distinction)
2005 - 2006	S.S.C Shree Muktajivan secondary school G.S.E.B Percentage: 83.00% (Class: Distinction)

## EXPERIENCE

### ➤ **Jay Ambe Corporation (ASP For TVS Electronics)**

#### **Service Manager (FEB 2021 to Present)**

- Company having Authorized Service center Dealer ship of Bose for Gujarat Region
- Managing teams supporting repair, maintenance and on-site support service contracts, warranty, quality issues
- KPI Management - Turn Around Time, Return Rate, Answer Rate, Average Handling Time, Escalations Management, Inventory Management,
- Managing remote field service engineers supporting long term on-site services to customers throughout Gujarat

➤ **BOSE (Jan 2016 to Jan 2021)**

**Service Engineer**

- Bose is best known for its home audio systems and speakers, noise cancelling headphones, professional audio systems and automobile sound systems
- Managing all Product service related activity from entire Gujarat Region
- To be able to handle all service operations of a service center singlehandedly
- Manage All Spares inventory, Part Ordering, Maintaining MSL
- Managing teams supporting on-site support service AMCs, warranty, quality issues
- KPI Management - Turn Around Time, Return Rate, Answer Rate, Average Handling Time, Escalations Management, Inventory Management
- Hands on experience working on SAP CRM to Manage Inventory, Posting, Spares Management
- Coordinated with SPOC of key dealers for DOA, service issues with resellers and dealers such as Croma, Amazon, Flipkart, Vijay Sales, etc.
- Experience of engaging with customers in a pressured environment
- Manage all Repair, maintenance and test tasks
- Diagnose errors, solve technical problems and determine proper solutions
- Co-operate with technical team and share information across the organization
- Manage all documentation process in SAP (i.e. Inward, outward, invoicing, solve the error in SAP, Part ordering, Refunds)
- Develop & execute plans for product service improvement and Repair cost reduction
- Coordinate analytics & software development activities with collocated development teams
- Lead in troubleshooting, managing, and reporting problem resolution, including root cause analysis
- Update & maintain manuals and technical documentation

➤ **Dev Consultancies (Jan 2013 to Jan 2016)**

**Service Engineer**

- Company dealing with Textile industry
- We do servicing of Electronics circuit Board of Textile Machines like AUTO CORO SE 8, SE 9, SE 11, SE 12, AUTOCONER 238,338 AND MURATEC.
- Did Machines and equipment maintenance and management

➤ **Hesper Compusense**

- `having 5 months of experience in hardware and maintenance as a part Of training in final semester of diploma Studies



## AWARD

- Received the Special Appreciation Award in 2017 from BOSE



## SKILLS AND ENDORSEMENTS

- Customer Service Management
- Time Management
- Product Development
- Strategic Planning
- Collaborative Problem Solving
- Team Work



## PROJECTS

- GSM-GPS BASED ONLINE VEHICLE/PERSON TRACKING SYSTEM
- INTERFACING OF THUMBWHEEL WITH MICRO CONTROLLER WITH OBJECT COUNTER
- DIGITAL LOOP SECURITY SYSTEM.
- SMOKE DETECTOR