

**SAGAR KARANJAVKAR**  
**Email:** [karanjavkarsagar@gmail.com](mailto:karanjavkarsagar@gmail.com)  
**Mob no.:** +91-8805398752

**Current location:** Mumbai  
**Bachelor in Engineering (Mechanical):** 2017  
**Main Skill Sets:** Analysis and Troubleshooting of mechanical issues

## Objective:

Seeking a position to utilize my skills and abilities that offers professional growth while being resourceful, innovative and flexible.

## Summary:

- *Bachelor in Engineering (Mechanical Branch) from Rajaram Shinde College of Engineering, (University of Mumbai)*
- *Demonstrated ability to handle challenging responsibilities and contribute towards achieving organizational goals.*
- *Ready to learn new technologies, adapt new and advance systems*

## Experience:

- **Accenture IND PVT LTD**
  - **Responsibilities: Data analyst from 1<sup>st</sup> November 2023 till date**
    - Creating monthly report, based on different parameters as per directives.
    - Generating valuable input on basis of monthly and year to date report for process improvement.
  - **Responsibilities: Claim analyst, from 31<sup>st</sup> October 2022 till date till 31<sup>st</sup> October 2023**
    - Worked as Claim Analyst for the claim submitted by dealer.
    - As Claim Analyst, performed analysis for claim for repair work of vehicles and verify supporting documents and approving submission done by dealer as per company norms.
- **Hem Agency's Venetian Honda two wheelers**
  - **Responsibilities: Service Manager from 9<sup>th</sup> October 2021 till 30<sup>th</sup> October 2022.**
    - Handle customer queries and solve customer's complaints efficiently.
    - Co-ordinate and guide service team.
    - Handle customers visiting in dealership for warranty claims, inform and educate them regarding warranty covered and non-covered parts and warranty guidelines.
    - Monitoring and guiding Customer Relation Executive (CRE)
    - Submit daily service report to General Manager over phone and email.
- **Royal Enfield, from 20<sup>th</sup> July 2019 till 20<sup>th</sup> March 2021.**
  - **Responsibilities: Workshop Manager**
    - Take a morning meeting for daily plans.
    - Handle customer queries and efficiently solve customer's complaints.
    - Co-ordinate and guide service team.
    - Monitoring and improving service quality to increase In-moment score (Customer feedback score)
    - Plan and execute campaign and Collect the expense details of campaign organized by company and submit the details to ASM (Area Service Manager) for claim to Royal Enfield.
    - Handle customers visiting in dealership for warranty claims, inform and educate them regarding warranty covered and non-covered parts and warranty guidelines.
    - Submit daily service report to Dealer principal over mail and phone.
    - Extract Monthly Service report from DMS (Dealer Management System) and represent it to Dealer Principal and Area Service Manager of Royal Enfield.

- **Bussan Auto Finance India PVT LTD from 1<sup>st</sup> April 2019 to 30<sup>th</sup> June 2019**
  - **Responsibilities: Finance Coordinator**
    - Attending the customer, providing the information of current loan schemes.
    - Collecting the document and forwarding it to back office for further loan application procedure.
    - Informing customer about there down payment and repayment schedule.
    - To take Final Documentation and signatures on Agreement and corresponding forms and documents
    - Submitting the documents to Head Office
    - Check and collect the information of Disbursement and submit it to Dealer officials.
- **Royal Enfield from 20<sup>th</sup> June 2017 to 31<sup>st</sup> March 2019.**
  - **Responsibilities: Workshop Manager from 20<sup>th</sup> July 2018 till 31<sup>st</sup> March 2019.**
    - Take a morning meeting for daily plans.
    - Handle customer queries and efficiently solve customer's complaints.
    - Co-ordinate and guide service team.
    - Monitoring and improving service quality to increase In-moment score (Customer feedback score)
    - Plan and execute campaign and Collect the expense details of campaign organized by company and submit the details to ASM (Area Service Manager) for claim to Royal Enfield.
    - Handle customers visiting in dealership for warranty claims, inform and educate them regarding warranty covered and non-covered parts and warranty guidelines.
    - Submit daily service report to Dealer principal over mail and phone.
    - Extract Monthly Service report from DMS (Dealer Management System) and represent it to Dealer Principal and Area Service Manager of Royal Enfield
  - **Responsibilities: Spare Parts Manager from 20<sup>th</sup> June 2017 to 19<sup>th</sup> July 2018.**
    - Procurement (Purchase and Sales) of Spares.
    - Create purchase order with respect to workshop consumption, and also for special requirement like Accident vehicle and Warranty vehicles
    - Warranty processing in Dealer Management System software.
    - Submit daily report to Workshop Manager and Acquire report of any excess need of spares during daily report in evening meeting.
    - Submit Monthly Tax report to Dealer Principal through mail.
- **Yamaha from 4<sup>th</sup> June 2016 to 31<sup>st</sup> May 2017**
  - **Responsibilities: Technician**
    - Taking a test ride of two wheeler vehicle and analyze troubles and inform it to service advisor if any.
    - Servicing and maintaining the vehicle as per instructed in job card through customer.
    - Working on minor overhauling's like front suspension overhauling. Steering overhauling, front and rear disc brake overhauling, rear swing arm overhauling, frame/chassis replacement.
- **Bussan Auto Finance India PVT LTD from 11<sup>th</sup> April 2015 to 31<sup>st</sup> March 2016**
  - **Responsibilities: Finance Coordinator**
    - Attending the customer, providing the information of current loan schemes.
    - Collecting the document and forwarding it to back office for further loan application procedure.
    - Informing customer about there down payment and repayment schedule.
    - To take Final Documentation and signatures on Agreement and corresponding forms and documents
    - Submitting the documents to Head Office
    - Check and collect the information of Disbursement and submit it to Dealer officials.
    - Guiding the customers with pending repayment status.
- **Suzuki 2 Wheeler from 4<sup>th</sup> January 2015 to 9<sup>th</sup> April 2015.**
  - **Responsibilities: Sales Executive**
    - Attending the customer, providing the information of the models present.
    - Making follow up calls to customer regarding purchase of vehicle
    - Collecting the document as RTO requirement and Finance company.
    - Informing the customer for availability and delivery of vehicle.
    - Educating customer about their vehicles periodic maintenance, precautions to be taken while using vehicle, warranty of vehicle and its component

## Educational Qualification

Degree	University	Percentage
<b>Bachelor in Engineering (Mechanical Engineering)</b>	Rajaram Shinde College of Engineering, University	5.37
<b>H.S.C. (PCMB)</b>	Chh. Sambhaji Raje Sainik School	53.17%
<b>S.S.C. (Defence Studies, Health and Physical Education)</b>	Chh. Sambhaji Raje Sainik School	48.66%

## Project Details:

<b>Project#1 B.E.</b>	<b>CONVERSION OF FUEL</b>
<b>Organization/Client</b>	Academic project
<b>Period</b>	2016-2017
<b>Environment</b>	Conversion of Furnace from Oil Fired to Briquette Fired
<b>Description</b>	To generate Same amount of Power using Briquette fired technique instead of Conventional Oil fired Technique, Designing and Modifying existing power plant furnace to reduce investment cost, Analysis of advantage in maintenance and cost reduction point of view over oil fired furnaces.
<b>Module</b>	Products details, customer details, medium details, payment details
<b>Team Size</b>	4
<b>Role</b>	Construction and Assembly, Cost Estimation
<b>Responsibilities</b>	i) Type of Conversion Required. ii) Boiler Details for Designing. iii) Steam Related Data. iv) Initial Cost Estimation v) Maintenance Cost Estimation

## INTER-PERSONAL SKILL

- Process Planning.
- Dedicated and Hardworking
- Troubleshooting.
- Strong analytic skills.

## EXTRA – CURRICULAR ACTIVITIES

- Restoration, Customization and up gradation of old two wheeler bikes.
- Completed final year Project for Conversion of Fuel under Guidance of Mr. Rahul Ratnaparkhi. (General Manager, A B Mauri Company PVT LTD) from 20<sup>th</sup> August 2016 to 10<sup>th</sup> April 2017
  - Studied working of Oil fired Furnace and converted the Oil fired furnace into Briquette fired furnace, also Studied Design, construction and assembly, Cost Estimation, Test and analysis.
- Industrial visit at Gokul Milk Processing Unit, B-1, M.I.D.C., Gokul Shirgaon, Kolhapur, on 22<sup>nd</sup> February 2011.
  - Storage and refrigeration system of milk products according to their specific cooling points, refrigeration system its working and its maintenance

## Personal Profile

Name: Sagar Karanjavkar  
Date of Birth: 28<sup>th</sup> April 1990  
Languages known: English, Deutsch, Hindi, Marathi  
Sex: Male  
Hobbies: Chess.  
Contact Address: D-20, Siddhivinayak Resi., Godbole Stop, near Maruti Mandir, Ratnagiri – 415612.

## READY TO RELOCATE AS PER THE PREFERENCE ORDER

All over India.

**Declaration:**

I hereby affirm that the information in this document is accurate and true to the best of my knowledge. I will solely be responsible for any kind of discrepancy found in the given details.

Place: Mumbai

Date: August 20, 2024

*(Sagar Karanjavkar).*