

RESUME

ZARGAR AFZAL AHMAD KHAN

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Address: 42,Hazarat Bilal Society,
Near Sonal Cinema Vejalpur Road
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1. OBJECTIVE

- To grow in my profession utilizing my knowledge and experience.

2. PRESENT STATUS

- **INDIFOSS ANALYTICAL PVT LTD.** As **Service Co-coordinator** from 20thDec 2022 to till.

➤ KRA

- Handle North East Region, Generate Enquiry for Annual Maintenance Contracts (AMC), Proposal preparation for AMC/Spares/Services/Repairing, PO Follow up for respective offers, Ensuring entries in ERP, Maintaining a dispatch database of Spares/Repairing parts, Coordination with Services team/Sales team on a timely basis, Follow up for Advance & Outstanding payments, Generating Calls for AMC & Service Breakdowns in CRM, Convert Out of Fault customers into AMC, Invoice generation tracking of Spare/Service/AMC. Maintain Order

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Booking Sheet, Using Software Like ERP, Microsoft CRM.

3. PROFESSIONAL EXPERIENCE

A) JEKSON VISION PVT LTD. As Sr. Sales and Service Co-coordinator from 19th Aug 2019 to 31st Oct 2022.

➤ KRA

Generate Enquiry for Systems, Spares, Annual Maintenance Contracts (AMC), Prepare Summary of AMC & Win-10 Upgradation of Systems, Proposal preparation for AMC/Spares/Services/Repairing/ Upgradation/Buyback Systems of Domestic & Export customers, PO Follow up for respective offers, Ensuring entries in ERP, Maintaining a dispatch database of Spares/Repairing parts Domestic & Export customer, Coordination with Services team/Sales team/Design team/Production team/Solution desk team on a timely basis, Follow up for advance and outstanding payments, Generating tickets for AMC & Paid Services, Convert out of fault customer into AMC, Invoice generation tracking of Spare/Engineer Service/AMC /Online Service, Maintain Order Booking Sheet, Using Software Like (ERP (Meeka), Microsoft CRM, Sales force, Manage Engine System).

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B) SUDHIR SALES AND SERVICES LTD (Cummins Authorized Dealer) As

ServiceAdvisor from 24th July 2017 to 10th June 2019, then got transfer as

Excusive lubeperson 11th June 2019 to 18th Aug 2019.

➤ **KRA**

Handled branches Ahmadabad, Anand and Mehsana, Put attendance 45 Engineers, Handling Customer complaint for Cummins engines, Depute all Engineers to respective site, Support to Customers, Support to Engineers, Maintain Engineers activities report, Punch Report in Cummins document operating system (C'Dos software), Customer commercial clearance, Convert out of fault customers into AMC customers, Maintain customers satisfaction sheet (Net promoter score), Handling escalated calls, Follow up engineer's generated enquiries, Generate lead from out of fault customer, Calling meeting and dealing.

C) UNIQUE TECHNO SERVICE PVT LTD (Kiroskar Authorized Dealer) As **Service**

Engineer 08th Aug, 2016 to 31st Dec, 2016 than got transfer to Service

Coordinator 1st Jan, 2017 to 23rd Jul 2017.

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➤ KRA

- Attained Electrical complains for Kiroskar engines, Attained AMC visit for Kirloskar engines, Put attendance for 25 engineers, Handling Customer complaint for Kirloskar engines, Depute all Engineers to respective site, Support to Customers, Support to Engineers, Maintain Engineers activities report, Punch Report in Pulse (Software).

4. EDUCATION

- **10TH (SSC)** from GSEB in 2010.
- **Diploma in Electrical Engineering** (CGPA 7.67) from (GTU) Dalia Institute of Diploma Studies Kheda.
- **B.E. in Electrical Engineering** (CGPA 6.46) from (GTU) Shankarsinh Vaghela Bapu Institute of Technology Unava, Gandhinagar.

5. SKILLS

- Ability to lead and motivate teams to achieve best results.
- Verbal and writer communication skill.
- Customer convinces skill.
- Punctuality and quick learning ability skill.
- Willingness to learn skill
- Cooperative & Keen observer skill.
- Active listening skill.
- MS Word.
- MS Excel.
- ERP.
- CRM Microsoft.
- Sales force.
- Data Management skill.
- Customer Satisfaction skill

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6. SPECIAL ACHIEVEMENT

- Won appreciation certificate for Best back office and customer support.

7. LANGUAGE KNOWN

- Hindi, Gujarati & English can speak and also read and write.

8. PERSONAL DETAILS

- Date of Birth: 20th June, 1995
- Marital Status: Married

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