

## RAVI MODI

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**Seeking Senior Position as Service Operations Professional with the Government Sector, Corporates, Industry Sector, and MNC's**

### PROFESSIONAL SYNOPSIS

**Result Oriented Professional** with **over 21+ years** of rich experience with the well-known Organizations. Extensive **background in Service Operations**; including Business Planning and Expansion, Resource Management, Budget, and Cost Negotiations. Lastly working with **COMS Private Limited, Ahmedabad India as Vice President**. Previously worked with **Challenger Sweepers Private Limited, Puna, Karcher Cleaning Systems Private Limited, and Essae Digitronics Private Limited, Essae Teraoka Limited, Eureka Forbes Limited and K C Enterprise**. Interact easily with people of diverse backgrounds, cultures, and professional levels. Excellent understanding of Management Policies and ability to accommodate individual learning styles.

### AREAS OF EXPERTISE

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Business Planning and Expansion	Revenue Management	Profit and Loss Management
Budgets and Cost Negotiations	Quality Service Management	Profitability Management
New Product development	Facility Management	Operations Excellence
CRM Reporting	Team Management	MIS and Reports

### ACADEMIC CREDENTIALS AND IT SKILLS

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- Diploma in Mechanical Engineering, Gujarat Technical Board, Gujarat, India, 2001.
- Proficient in Microsoft Office, Tally 6.3, SAP, and Internet.

### CORE COMPETENCIES/ HIGHLIGHTS OF CREDENTIALS

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- Rich experience in achieving business growth objectives by investigating new opportunities and expanding the competitive strength for long-term success.
- Proficient in developing strategies for establishing primary and secondary networks of parts and services, business process analysis and process optimization, cost control and revenue maximization.
- Track record of self-sufficiently managing service operations across the assigned region.
- Expert in managing service operations and delivering quality service and top line profitability of the organization.
- Mentor the workforce to enhance their efficiencies and assisting them to deliver quality services, implementing various techniques for improving the process operations along with cost effectiveness.

### PROFESSIONAL DEVELOPMENT INITIATIVES

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- High Impact Presentation, Dale Carnegie, 2019.
- Participates of Creative Healthy work Environment, Dale Carnegie, 2019.
- Participated in Team Coaching and Skill Training, Dale Carnegie, 2018.
- Situational Leadership, The Center for Leadership Studies, 2019.
- Participated of Information Security, Karcher India.
- Tourism and Hospitality Sector Skill Council, NSDC, 2018.
- Attended Green Job Sector Skill Council, NSDC, 2017.

### CAREER CONTOUR

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**December 2021 – 6 Aug 2022: COMS Private Limited, Ahmedabad, India as Vice President reporting to Director**

Website: <https://comsindia.in/>

Team Size: 15

#### Key Deliverables:

- Responsible for the IFM Services sales and operation Pan India; also established new branches in Ahmedabad and Bengaluru.

- Explore and launched new vertical Industries, Institutes and Healthcare.
- Designed and establish new company polices and implement new systems to improve company profitability and revenue growth, emphasis more on Top 20 Customers.

**June 2020 – May 2021: Challenger Sweepers Private Limited, Pune, India as General Manager reporting to CEO**

Website: <https://challengermfg.net/>

Team Size: 14

**Key Deliverables:**

- Responsible and head sales and service team Pan India basis.
- Established new division and skill development and approaching industries and more focus on direct facility companies.
- Built respectable relationship with various government departments and E
- Ensured appropriate allocation of field team job responsibilities and drew more focus on sales and service.

**Attainments:**

- Established new business wings of Skill Development and set up company business in south region.
- Acquired 14 machine's order from Surat Municipal Corporation for the organization.

**April 2010 – May 2020: Karcher Cleaning Systems Private Limited, Ahmedabad, Mumbai and Noida, India as Deputy General Manager reporting to Managing Director**

Website: <https://www.kaercher.com/int/>

**Growth Path:**

January 2019 – May 2020	Deputy General Manager
January 2015 – December 2018	Regional Manager
January 2014 – December 2014	Senior Zonal Manager
April 2010 – December 2013	Zonal Manager

Team Size: 48

**Key Deliverables as Deputy General Manager:**

- Lead 4 target Group (Industry, Facility Management, Government and Skill Development) Service Operations and Business Pan India, ensured OEM's and FM" s approval for KARCHER products.
- Created new innovation products and supporting new company policy as per market requirement; preparing strategies to increase productivity and brand awareness.
- Focusing on company gross margin i.e., CM1 and CM2
- Receiving orders from States and Centers Bodies, and Private Company (CSR Fund) for Short Terms and RPL-Training under Skill Development India.
- Assessing productivity and instituting corrective actions; identifying and facilitating training requirements of staff and designing and executing Individual Development Plan (IDP).
- Conceptualizing and implementing strategies to identify new business opportunities and expand the existing market.
- Providing advice to dealers on service policies and developing plans to maximize business potential.
- Adhering to service procedures with focus on optimizing operational effectiveness of vehicles and reducing breakdowns / downtime to minimum.

**Key Deliverables as Regional Manager:**

- Developed Maharashtra and Goa; increased per person productivity within period of 3 years.
- Ensured all the 5 branches are under green Zone area while 2017 and 2018 audit.
- Shifted from old Mumbai to New Mumbai area for better ROI.
- Promoted to Best Manager position from 2011 to 2018.

**Key Deliverables as Zonal Manager:**

- Maintained and administer branch operations and ensured systematic workflow through respective branch managers, their sales staff (8) and service personnel (12 in no).
- Ensured implementation of 5S system with due compliance on all parameters like administration, finance, logistics and service to customers.

- Created new dealers in potential and emerged areas like Raipur, Kutch, Satna, Rajasthan4. Started new Branch at Jaipur for more market penetration.

**Attainments:**

- Attained consistent performance of 100% target achievement every year in all the branches.
- Grew highest achievement across Pan India by channel partners and Highest Profitable Zone, Region and All 4 verticals in India.

**July 2007 – March 2010: Essae Digtronic Private Limited, Ahmedabad, India as Business Development Manager reporting to Regional Manager**

Website: <https://www.essaedig.com/>

**Growth Path:**

January 2009 – March 2010	Business Development Manager
July 2007 – December 2008	Area Sales Manager

Team Size: 11

**Key Deliverables:**

- Responsible for Heavy Electronics Weighing Scale and engaged in marketing of engineering products like Electronic Weigh Bridges, Pipe Scales, Crain Scales Coil Scale for Gujarat Region.
- Led team of Officers and Service Engineers and conducted product training for them

**Attainments:**

- Launched new Business in Gujarat with the team of 11 people.
- Got order of 7 Machines, Adani Port 4 machines from Electro.

**PREVIOUS EXPERIENCE**

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**April 2006 – July 2007: Essae Teraoka Limited, Ahmedabad, India as Territory Manager reporting to Area Manager**

**November 2004 – March 2006: Eureka Forbes Limited, Ahmedabad, India as Territory Manager reporting to DSM.**

**November 2002 – October 2004: K. C. Enterprise, Ahmedabad, India as Sales Office reporting to Director.**

**PERSONAL DOSSIER**

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Date of Birth	02/10/1981
Languages Known	English, Hindi, and Gujarati
Passport Number	on Request
Current Location	Ahmedabad, India

I hereby declare that the above furnished information's are true to the best to my knowledge.

**RAVI MODI**

Date:

Place: Ahmedabad, India