CURRICULUM VITAE

DHARMENDRA BHATT A/811 manilaxmi society, adinathnagar,

Odhav ahmedabad-382415

9724174175

bhattdharmendra225@gmail.com

PROFILE

Enthusiastic team leader player with strong analytic and quantitative abilities, leadership qualities and diverse organizational skills. Excellent communication and interpersonal skills, strong academic and extracurricular record.

CAREER SUMMERY:

Total more than 9Years of experience as Engineer/Centre Manager /Area Service In charge

Considerable exposure to usage of computer in functional area.

EXPERIENCE IN DETAILS

Present Experience:

VECARE CONSUMER SCIENCE PRIVATE LIMITED, Ahmedabad June 2016 to Till ASM (Gujarat)

Acquisition & After Sales Support across Gujarat circle.

Handset And Led Tv all product Service support through ASP set up in Gujarat.

New ASP recruitment and training impartation of online Service System & Technical also.

TAT maintenance on Both DOA and repairs as well. Also maintain the KPI in Service.

Stock reconciliation and replenishment to take care of smooth After Sale support.

Ensure online portal pendency by imparting and educating the ASPs on each and every parameter of the system.

TAT monitoring to ensure timely service delivery to customers. Ensure the Service Revenue by monitoring the ASP stock level and bill the spare part and accessories accordingly through online system.

Ensuring Warranty Claim pass on time by timely data analysis through online system.

Focus on Quality Service Delivery across ASPs by monitoring the quality service delivery by conducting quality audits regularly.

Also maintain the service cost of PCB & parts by giving the technical training of software to ASP & also educate of solution for the problem.

Ensure that CNF is working perfect on dispatch the Part & PCB by online system.

Also maintain the DOA cost by physical verification.

Also monitor the Defective part movement timely like defective PCB/ Parts from ASP to CNF & CNF to HO.

Past Experience - 1:

TVSE Pvt. Ltd. (MI Brand), Ahmedabad Sep 2015 to December 2016

Centre

All technical escalation & customer escalation

Call closer on time

Inventory manage for call operation

Past Experience - 2:

VIDEOCON MOBILE (UDCL), Ahmedabad Sep 2014 to Sep 2015

L4-Engineer & technical Trainer - Service

The Videocon empire is spread across many different sectors and businesses. Videocon Telecommunications Limited, offers GSM mobile services under the brand name Videocon Telecom. The company has a footprint across 7 circles in India including Punjab, Haryana, Gujarat, Madhya Pradesh including Chhattisgarh, Uttar Pradesh (West), Uttar Pradesh (East) and Bihar-Jharkhand.I m Working as “L4-Engineer & technical Trainer” responsible for Centre, south & north Gujarat and reporting to Area Manager.

Work Profile

Handling all the cases which is comes for repairing in L4 as Hardware level & Software level issue.

Giving the technical support on call to all the ASP.

OTHER EXPERIENCE:

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| --- | --- | --- | --- |
| Name of Organization | Designation | Nature of Work In Detail | Period |
| orbit services  Author. Service center of Samsung | Handling Samsung Service Centre | Handle All works with Samsung mobile |  |
| SRK ENT  Author service  Centre of Samsung | Service Engr. | Service & Trouble Shooting of GSM & CDMA Mobile & Escalated customer handling. |  |
| Sigma SERVICE CENTER L2 ( Sony Eriksson ) | Service Engr./Team Leader | Service & Trouble Shooting of GSM & CDMA Mobile & Escalated customer handling. |  |
| NOKIA CARE L2 (Bright point India pvt ltd.) | Service Engr./Team leader | Service & Trouble Shooting of GSM & CDMA Mobile & Escalated customer handling. |  |

EDUCATION

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| --- | --- | --- | --- | --- |
| Exam Pass | Board/University | Subject | Year of Passing | Percentage of Marks Obtained |
| S.S.C | G.S.E.B | Maths | March – 2005 | 45% |
| I.T.I | Sheath CN Vidhyalay | Electrical {EIWJ} | JULY – 2008 | 89 % |
| I.T.I | Wonder Institute | Mobile | March-2009 | 78% |

INTEREST

Reading and Traveling.

PERSONAL DETAILS

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| --- | --- |
| Date of Birth : | 22th March 1991 |
| Marital Status : | Married |
| Languages Known : | English, Hindi, Gujarati. |
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(dharmendra bhatt)