

SAMIR K PATEL

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SAMIR K PATEL

OBJECTIVE:

- Burning desire to grow in operation & management in any field. Possesses high level of self-motivation. Total quality and positive oriented attitude. Never ending energy and ready to accept new challenges.
- Responsible for managing the efficient, effective, and profitable operation of the entire service team looking to excel in a position that will benefit from a proven track record of achieving organization goal.
- Able to identify service needs, problems and opportunities and develop strategies. In-depth understanding of metrics to assess business performance and develop strategic priorities and objectives.
- Prior to my duty as a Senior Field Engineer and from last Four years Area Service In charge & manager, I have excellent knowledge of mechanism and maintenance of Dispensing Units and other GVR Products.

EDUCATIONAL QUALIFICATION:

- BSC from Kalinga University Raipur, Passed in JUNE-2017 with First Class.
- Diploma Mech. Engineering from Technical Education Board, Gandhinagar, Passed in 2006 with First Class.
- HSC from Gujarat State Education Board, Gandhinagar, Passed in 2003 with Pass Class.
- SSC from Gujarat State Education Board, Gandhinagar. Passed in 2000 with Distinction marks.

COMPUTER BACKGROUND:

- Operating System: Working knowledge of MS-Office, WINDOWS, CRM, IFS & Familiar with Internet.

STRENGTH

- I am honest, diligent, assertive, optimistic, self-confident, result oriented, innovative, vigilant
- I can mold myself according to situation & work under pressure.

PROMISE

- With the help of little guidance, I will be able to perform well & will give maximum benefits to the company.
- Long term association with company with continuous effort for growth & development.

SUMMARY OF EXPERIENCE

1. ORGANIZATION: Gilbarco Veeder-Root India Pvt Ltd

Employer: Manpower Group Service Pvt. Ltd.
(Petroleum dispensing pump and manufacturing)

Designation: Area Service Manager.

Duration: December 2021 to Still Date.

Location: Mehsana/Ahmedabad (Gujarat).

RESPONSIBILITY:

- Handling team of 25-30 employees in the area.
- Complete HR and Admin related activity of employees
- Complete Invoice submission & follow-up for payment.
- Co-ordination with customer & other divisional office and visit them regularly for Smooth functioning.
- Submission of weekly inspection report.
- Submission of daily progress report to head office.
- Providing support to team for technical issues.
- Deliver excellent service to ensure high level customer satisfaction.
- Respond to customer complaints and concerns in a professional manner.
- Critical evaluation of system and take necessary action for betterment of system.
- Comply all statutory requirements.

2. ORGANIZATION: Gilbarco Veeder-Root India Pvt Ltd

Employer: Monalisa Manpower Management LLP.
(Petroleum dispensing pump and manufacturing)

Designation: Area Service In-charge.

Duration: November 2018 to December 2021

Location: Mehsana.

RESPONSIBILITY:

- Handling team of 15-20 employees in the area.
- Complete HR and Admin related activity of employees
- Co-ordination with customer & other divisional office and visit them regularly for Smooth functioning.
- Submission of weekly inspection report.
- Submission of daily progress report to head office.
- Providing support to team for technical issues.
- Deliver excellent service to ensure high level customer satisfaction.
- Respond to customer complaints and concerns in a professional manner.
- Critical evaluation of system and take necessary action for betterment of system.
- Comply all statutory requirements.

3. ORGANIZATION: Gilbarco Veeder-Root India Pvt Ltd

Employer: Monalisa Manpower Management LLP.
(Petroleum dispensing pump and manufacturing)

Designation: Senior Service Engineer.

Duration: July 2017 to November 2018

Location: Mehsana.

RESPONSIBILITY:

- Complaints attended and give proper service in SLA time.
- Co-ordination with customer for Smooth Servicing
- Submission of weekly inspection report.
- Submission of daily progress report to head office.
- Providing support to team for technical issues.
- Deliver excellent service to ensure high level customer satisfaction.
- Respond to customer complaints and concerns in a professional manner.

4. ORGANIZATION: Gilbarco Veeder-Root India Pvt Ltd

Employer: Monalisa EDC Pvt. Ltd.
(Petroleum dispensing pump and manufacturing)

Designation: Senior Service Engineer.
Duration: November 2009 to July 2014
Location: Mehsana.

RESPONSIBILITY:

- Complaints attended and give proper service in SLA time.
- Co-ordination with customer for Smooth Servicing
- Providing support to team for Auto LPG Plant technical issues.
- Deliver excellent service to ensure customer satisfaction.

5. ORGANIZATION: Larsen & Toubro Pvt. Ltd.

Employer: T&M Service Pvt. Ltd.
(Auto LPG & Petroleum dispensing pump and manufacturing)

Designation: Project & Service Engineer.
Duration: June 2007 to October 2009
Location: Mehsana.

RESPONSIBILITY:

- Auto LPG Project Installation and Commissioning.
- In Project welding, fitting, and testing all work supervision.
- Co-ordination with customer for Smooth Servicing
- Providing support to team for Auto LPG Plant technical issues.

PERSONAL DETAILS:

Date of Birth: 26th April 1985
Marital Status: Married
Nationality: Indian
Sex: Male
Languages: English, Hindi, Gujarati.
Mother tongue: Gujarati

Your Sincerely

Samir.K.Patel