Akash Namboodiri

Male – Single Ph: +91-9712958323

DOB: 29/01/1988 [**akashnamboodiri@gmail.com**](mailto:akashnamboodiri@gmail.com)

B.E (Mechanical)

**Mechanical engineering graduate with 1.5 years of after sales experience**

**PROFESSIONAL CONDENSE**

* **February 2012 – present:** Service Engineer – designated as Service Master looking after Sub-One-Ton category payload commercial vehicles of Mahindra & Mahindra Automotive Division, Ahmedabad Area Office, employed through Mahindra Business & Consulting Services Pvt. Ltd. , a wholly owned subsidiary of M&M.

**EXPERIENCE**

**Sub-One-Ton Service Master**

* **Ahmedabad & Gandhinagar :**

4 dealerships & 1 authorized service centre – February 2013 to present

* **Ahmedabad :**

2 dealerships & 1 authorized service centre– February 2012 to February 2013

**Job: Roles & responsibilities:**

* Responsible for dealer profitability through initiatives for enhancing manpower capability
* Responsible for bettering customer experience by ensuring correct process adherence at first time itself.
* Increasing dealer profitability through spares business.
* Increasing service reach by opening outlets / service points after proper study of vehicle universe and service needs.
* Study of competitive field failures through local garage visits.
* Enable product confidence by study and training of advantages over competition
* Meet customers to understand and resolve concerns that stay undocumented, so as to instill “feel good” factor.
* Study customer retention trend and execute initiatives to win back lost customers.
* Maintain and monitor training needs of service centre personnel.
* Study and documentation of field failures and suggestions for corrective action.
* Analyze and take corrective action for concern trends.
* Service promotion by initiatives like road-side assistance, quicker service, reminder calling and positive word-of-mouth by delight stories.
* Generating referrals through service.

**Achievements:**

* Vehicle reporting and spares business elevated by 28% by initiatives.
* Customers met and concerns resolved winning brand loyalty for next time vehicle purchase.
* Doorstep service vans started and made profitable
* Customer concerns were resolved leading to 41% growth in GREEN customers count.
* Manpower capability improved in handling dealer management systems, floor controls and better job allotment along with technical expertise.
* Conducted training for sales manpower for better explanation during sales.

**ACAEDAMIC CREDENTIALS**

* B. E. (Mechanical Engg) from North Maharashtra University with 67 % - First Class with Distinction.
* Passed the H.S.C.E (12th) from Tripada Day School, Ahmedabad with 56.46% marks.
* Passed the S.S.C.E (10th) from St. Xaviers High School, Ahmedabad with 75.57% marks.

**GRADUATION PROJECT & SEMINAR**

**UNIVERSAL FIXTURE FOR SCHEFFLER SOLAR CONCENTRATOR**

* Solar concentrators and Scheffler concentrators being the most efficient and commonly used commercial ones till now were site-specifically manufactured. This design and concept is a revolutionary new idea of standardizing fixtures for concentrators irrespective of the latitude-axis (position on earth as regards to the latitude) and local land gradient(ground or rooftop)
* Collected information regarding various problems with existing concentrators, studied and modified suggested design altercations in the conventional design and finally got the working model prepared with correct tracking.(dish moving along with the sun for maximum efficiency)

**STIRLING REFRIGERATION**

* Studied and documented this age-old concept of refrigeration wherein fluctuations are possible in refrigeration capacities (i.e. intermittent type or continuous type), refrigeration is made possible through a very small amount of helium refrigerant which is way ahead preferable to larger amounts of conventional CFC and not-so environment friendly refrigerants generally used.

**INDUSTRIAL VISITS & CERTIFICATE COURSES**

**CADD CENTRE , PUNE:**

* Awarded certificates for successful completion of “Foundation course on Catia-V5R17 and Pro-E Wildfire 4.0” by CADD CENTRE, PUNE.

**MAHINDRA & MAHINDRA LTD, M.I.D.C., NAGPUR**

**25.06.07 to 09.07.07 - STUDY OF ENGINE ASSEMBLY**

* Successfully completed study and documentation of the entire assembly process, starting from the arrival of engine parts (crankcase, cylinder head and engine block), their cleaning and fitment and all other processes up to the final rolling out of the tractor after being fully tested for extreme working conditions that can be practically meted out.

**JAWAHAR SOOTH GIRNI, DHULE**

* Successfully completed study and documentation of the entire process from raw cotton arrival to the final dispatch at this export quality cotton yarn and thread spinning industry which has been awarded for its energy efficient techniques.

**PERSONAL ACHIEVEMENTS**

* Awarded certificate of participation in “**Entrepreneurship development program**” organized by Maharashtra Centre for Entrepreneurship Development (MCED) organized at SSVPS College of Engineering.
* Awarded certificate of merit for participation in Nationwide Education Scholarship Test (N.E.S.T) held at 30th Jan., 2011.
* Successfully anchored the conference function held at Mechanical Engg Department during the International Conference iCost-2011.
* Awarded certificate of participation at Microsoft DreamYatra, 2011 organized at Dhule on 16th February, 2011
* Won Best Entry for paper presentation on “**Anti-lock Braking System**” at National Level Technical Symposium ELECTRA-2007 held at Sir Visveshwaraya Memorial Engineering College, Chincholi, Nasik.
* Awarded runner up in interdepartmental carom competition held at SSVPS College Of Engineering
* Awarded participation certificate in SPANDAN-an intercollegiate cultural competition held in 2010.
* Awarded certificates for contributing in “**BETTER ENGLISH DRIVE**”- a voluntary venture undertaken to teach ENGLISH to Municipality school children.

**PERSONAL DETAILS**

**LANGUAGES KNOWN:**

English, Hindi, Gujarati, Malayalam, Marathi

**ADDRESS:**

D-7-78, Nandanvan Apartments, Near Bhavsar Hostel, Nava Vadaj, Ahmedabad

**PASSPORT DETAILS:**

Passport no: J2957396; Issued at Ahmedabad on: 04/08/2010; Valid till: 03/08/2020

I hereby state that, all the information provided by me in this document is correct to the best of my knowledge.

Akash Namboodiri