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| tel.pnglinkedin-256.pngHITESH SHARMAEmail: [sharma.hitesh.raj@gmail.com](mailto:sharma.hitesh.raj@gmail.com) transparent_skype_icon_by_snowbowlkirby-d7ahwix.pngAhmedabad, Gujarat - India | www.linkedin.com/in/sharmahiteshraj  +91-760-000-4686  sharma.hitesh.raj@gmail.com |

**Manager – Customer Care, Technical Trainer, Instrumentation and Control Engineer, Plant Maintenance, Project - I&C**

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| **SUMMARY** | | | | | | | | | | | |
| * Science Graduate & Post Graduate – Engineering Professional with **11+ years**’ experience * **2.7 years** of Service Management experience with MNC * Attained expertise and delivered in field of plant maintenance, project execution, design reviews, design improvements, installation and commissioning of process instrumentation * Compassed subject expertise on Process Analytical Instruments and instrumented peripheral systems orienting system reliability and availability for end user * Curtailed downtime and inventory of spares/consumables through SAP (ERP) * Defined and structured standard maintenance practices (SMPs’) and best maintenance practices (BMPs’) * Fructified employers’ set financial goals and customer allegiance by managing customer from industry segment of Oil & Gas, Petrochem, Cement, Steel, Power, Fertilizer, R&D with PAN India geographic locations for service support, application support and equipment spares, while. * Trained colleagues, subordinates, juniors, trainees and customer on fire & gas systems, field instrumentation and analyzers | | | | | | | | | | | |
| **TRAITS & COMPETENCIES** | | | | | | | | | | | |
| * Goal Oriented * Team Handling | | | | * Communication * Process Analyzer | | | | | * ERP – SAP * F&G System | | |
| **EDUCATIONAL QUALIFICATIONS** | | | | | | | | | | | |
| **EXAMINATION** | **YEAR** | **UNIVERSITY** | | | | **INSTITITE** | | | | **CLASS** | |
| B.Sc.-Physics | 2006 | Gujarat University | | | | St. Xavier’s Sc. College | | | | First | |
| M.Sc.-Physics | 2012 | EIILM University | | | | EIILM Dist. Edu. | | | | First | |
| **TECHNICAL & PROFESSIONAL QUALIFICATIONS** | | | | | | | | | | | |
| **EXAMINATION** | | | **YEAR** | | **UNIVERSITY** | | **INSTITITE** | | | | **Percentage/Grade** |
| B-Tech. - I&C Engg. [Equivalent] | | | 2009 | | SVNIT (RIL Spons.) | | SVNIT | | | | 8.96 CPI |
| Radiation Professional | | | 2015 | | BARC | | AERB | | | | - |
| First Aid Provider | | | 2017 | | STJA | | STJA | | | | - |
| **EXTRA CURRICULUM ACTIVITIES** | | | | | | | | | | | |
| * Faculty at Reliance Learning Facility for the trainees, new jonnies, refresher courses on the F&G system and Online process Analysers | | | | | | | | | | | |
| * RCIE – Reliance Certified Instrumentation Engineers - Online Analysers: Trained and certified as Instrumentation engineer for online analysers by Reliance Industries Ltd. | | | | | | | | | | | |
| * Faculty at ThermoFisher Scientific for the sales, I&C team, internal and external customers. | | | | | | | | | | | |
| **PERSONAL INFORMATION** | | | | | | | | | | | |
| **Gender**: Male. **Marital Status**: Married | | | | | | | | | | | |
| **Date of Birth**: 01/04/1985. **Languages Known**: English, Hindi and Gujarati | | | | | | | | | | | |
| **REFERENCES** | | | | | | | | | | | |
| **Mr. Kenneth Grey**  Global Director – EPM  **ThermoFisher Scientific**  M: +1 - (941) 320 1160 | | | **Mr. Newand Harpalani**  VP – Instrumentation  **Ex. Reliance Industries Limited**  M: +91 - (999) 801 1400 | | | | | **Ms. Treesa Antony**  Manager - HR  **Ex. Motif India Infotech**  M: +91 - (990) 991 0513 | | | |

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| **WORK EXPERIENCE** | | | |
| ***ThermoFisher Scientific***  ***PAN India Service Management*** | | ***Manager,***  ***Customer Care*** | ***Sept. 2015 till***  ***Present [2 Yr., 04 M]*** |
| ***Process Monitoring Instruments***  *Role & Accomplishment* | **Achieved** organisation goals in service management role for process monitoring product line instruments viz. Mass spectrometer, Sulphur online analyser, nucleonic gauges for level, density, moisture, flow computers, flow meters & density analysers.   * **Met revenue & booking goals** * Four fold increase in revenue in the 1st year * Eight fold increase in revenue target for the 2nd year * **Customer Allegiance** through Service /Spares/ Technical Support Management * Technical Support to Customer * Inter-Departmental & Inter-Company co-ordination * AMC/CMC proposal/execution management * **Spares & Service** Evaluation, Quotation & Negotiation * **Marketing & Sales Support Function** * Installing and performing DEMO of instruments * Spares Evaluation & Technical support for new projects * Technical presentation for Marketing & Sales support * Study of the inquiry and the basic scope of supply & concept of system * Preparation of detailed technical offering along with compliance / deviations * Techno -commercial clarification with the client (after evaluation by client) * Post Order Correspondence with Internal team members for efficient execution * **Internal faculty** for technical training on process monitoring instruments for sales, new joiners, I&C teams and customers(internal & External) | | |
| ***Reliance Industries Limited***  ***Dahej, Bharuch, Gujarat*** | | ***Maintenance Officer, CES***  ***Projects/Reliability*** | ***Oct. 2007 to***  ***Sept. 2015[7Yr. 11 M]*** |
| ***Petrochemical Manufacturing Business.***  *Role & Accomplishment* | **Accomplished** design improvements, project executions, system re-habilitation, installations & commissioning, database creations, inventory management.   * **Analyser Shelter Design:** PressurizedHousing design with fully equipped PLC based control system foranalyser as per area classification and meeting applicable codes and standards and application requirements on PTA-5/6 plant, MEG plant, C2C3 plant & VCM plant * **Integrated Fire & Gas Detection and Mitigation System Design:** Complete system design including panels, systems, servers, network, third party system integration with fully integrated F&G system with @ 8000 F&G tags segregated over different plants with a client-server system * **CCTV System Design for PTA plant:** System based on loss prevention and security of asset and human life designed in integration with F&G system * **Control System:** Operating and maintenance know how on control system like single loop controller, PLC and DCS. Hands on experience on AB PLC and Honeywell DCS. PLC ladder logic and operating knowledge. * **Online Analysers Design:** Design, erection and Maintenance experience of various types of online analysers commissioned in **EPRU, Gas Cracker, MEG, HDPE, CA, PVC/VCM, ETP, CPP, ASU plants.** * **SWAS***,* ***Mass spectrometer, GAS chromatograph, Gas Analysers, CEMS, CAAQMS,* Offline Analysers laboratories system.** * **SAP & Material Master updating** for equipment BOM, Inventory maintenances & modelling (ROL, ROQ, Safety Stock, Insurance spares, and min/max stock), material Codification, procurement of common spare and services for the maintenance of analysers across the complex. * **Redesigning and commissioning** of field instruments for effluent treatment plant for optimum system performance and less periodic maintenance. * **Address reliability** issue and provide solution to the end user in terms of design change and SMP/SOP change. * **FAT & SAT Erection and Commissioning**– Conducted Factory acceptance test and site acceptance test for Process analysers, shelters, shelter safe-guarding system and also materialised erection and commissioning of the same. | | |
| ***Petrochemical Manufacturing Business.***  *Projects/Commissioning* | * **PTA Plant Analysers Erection & Commissioning** counting to 83 nos. consisting of Emerson SWAS system & FRC, COD & TOC analysers, O2/CO/CO2 analysers for reactor safety, Dew point & Moisture analyser & a full functional safe analyser house with HVAC & AHCS system. * **Mass Spectrometer**: De-commissioning of Quadra pole Mass Spectrometer and Erecting, installation and commissioning of Magnetic Sector Mass Spectrometer (Thermo-Onix) at MEG plant, with 4 sample streams, 11 calibration streams, 16 components of analysis from % to ppm measurement range through Faraday Cup and Multiplier Plate detectors. * **CAAQMS Erection and Commissioning** at Dahej site for online measurement of ambient air quality parameters, viz. NOx, SO2, Ozone, VOCs’, PM10, PM2.5, NH3, CO and meteorological parameters viz. temperature, humidity, wind speed, wind direction and rain gauge. * **CEMS Erection and commissioning** of analyser (SO2, NOx and O2) which is a CPCB mandate, to observe and control the emission of pollutant through the stack. * **TOC Erection and commissioning** of analyser as a CPCB mandate, to observe and control the discharge of pollutants in the effluent. * **Up gradation** survey, BOM preparation, architecture redesigning and budget estimation for the Integrated F&G System worth Rs.42,00,00,000.00 * **ABB Vista Net Up gradation** from the obsolete HIU based RS485 communication of the ABB Vista 2000 GC with the host computer and the DCS. Upgraded to TCP/IP based Ethernet & gateway system to eliminate communication drop-outs. * **Re-habilitation** of zirconia based Wet Oxygen analysers used for optimization of combustion in HRSG of CPP. | | |
| ***Petrochemical Manufacturing Business***  *Knowledge of Software Applications/ IT/ Computer/ System Skills* | * **SAP** proficiency in MM and PM modules for carrying out routine activities pertaining to plant maintenance and material management in terms of inventory monitoring and management, procurement initiation and monitoring, report generation and analysis, variant configuration, etc. * **ABB Vista-Net** system for reviewing, calibrating, monitoring, diagnosing and configuring the ABB Vista2000 GC. * **EZchrome** application for the ***Siemens Maxum II GC*** for monitoring, calibrating/validating, configuring and history analysis for troubleshooting. * **GasWorks** mass spectrometer application for calibration/validation method generation/modification, configuration and diagnostics. * **System 57 Engineering Interface Software** for configuring the system 57 engaged to deploy the 5700 system for gas lel detection. * **CAAQMS-XR Premium Workstation & ieso SAM Viewer** for CAAQMS client & server applications to configure, monitor and trend the data and also for commuting data to the central and local pollution control board. | | |

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| ***Motif India InfoTech***  ***Pvt. Ltd. Ahmedabad*** | | ***Customer Care Executive*** | ***3rd October2006 to***  ***9th October 2007 [1 yr.]*** |
| ***Knowledge Process***  *Role & Accomplishment* | **Awarded** best performer in carrying out process based activities viz.   * Review & Analysis of web based HR affiliated transaction * Time bound processing of participants HR related requests. * Operation and processing in the highly integrated ERP based Participant Account Service System (PASS) | | |