

VIVEK ROY

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EXPERIENCE

Sales Intern

Amazonikk | Warsaw, Poland

Feb 2025 – Present

- Closed 40+ B2C and B2B sales by tailoring solutions to client needs and managing end-to-end sales cycles.
- Clearly communicated course details, pricing structures, and service processes, aligning solutions precisely with individual client requirements to enhance customer satisfaction and drive sales.
- Improved sales pipeline efficiency by 30% by optimizing lead segmentation and automating follow-ups in Key CRM.
- Built strong post-sale relationships, resolving issues promptly and improving retention and referral rates.

Crew Trainer

McDonald's | Warsaw, Poland

Mar 2024 – Present

- Trained 20+ new employees on safety protocols, operational procedures, and customer service, ensuring fast and consistent performance.
- Evaluated trainee performance and provided tailored feedback aligned with company standards and customer service expectations, contributing to a supportive and high-performing team environment.

Engineering Intern

Cadeosys | Kochi, India

Mar 2021 – Sept 2021

- Assisted in designing HVAC layouts in AutoCAD/Revit for hospital areas such as the observation room and patient wards, following ASHRAE standards and infection control protocols.
- Performed preliminary load calculations using HAP and conducted clash detection using Navisworks, improving system design efficiency.
- Drafted material estimates and bills of quantities (BOQs) for ducts and equipment, assisting senior engineers in procurement and budget tracking.
- Supported the preparation of technical documents, including P&ID diagrams, design reports, specifications, cost estimates, and compliance checklists.

Service Management Intern

INDUS MOTORS CO. (P) LTD | India

June 2017 – June 2017

- Supported in the daily operations of the service center, gaining hands-on experience in vehicle servicing, including job cards, vehicle identification, and periodic maintenance.
- Gained insight into inventory management in the Parts Department, learning how tools like Just in Time (JIT) logistics ensure timely availability of parts for smooth operations.
- Maintained service records, supported job card documentation, and helped streamline operational workflows.

PROJECTS

Techno-Economic Analysis of Different Hydrogen Production Technologies | Aspen HYSYS

- Executed an in-depth techno-economic analysis of various hydrogen production methods, comparing steam methane reforming, methane pyrolysis, and water electrolysis
- Evaluated system efficiency and environmental viability using Aspen HYSYS process modeling

Wind Turbine Fault Prediction System | Python, SCADA, ML

- Developed a SCADA analytics prototype in Python that detected early-stage wind turbine anomalies and energy forecasting.
- Applied Isolation Forest to detect operational anomalies and Random Forest Regression to predict power deviations.
- Achieved an R^2 score of 0.86, enabling accurate energy trend forecasting and demonstrating the potential for predictive maintenance in renewable systems.

Portable Coffee Cube Machine | Inventor, Solidworks (Team Project)

- Designed and modeled a compact coffee machine, focusing on energy optimization and thermal performance.
- Calculated heating load, power efficiency, and contributed to design improvement proposals.

EDUCATION

Master's in Power (Thermal) Engineering

Politechnika Warszawska | Warsaw, PL

- Advanced Heat Transfer, CFD (Ansys), FEM, Project Management, Advanced Renewable Energy (MATLAB).

Bachelor's in Mechanical Engineering

APJ Abdul Kalam Technological University | Kerala, IND

- Materials science, Machine design, Fluid mechanics, CAD/CAM, FEA, Refrigeration & Air conditioning, NDT, Mechanics of Solids, and strength of materials.

SKILLS

- **Engineering & Design:** AutoCAD, Revit MEP, SolidWorks, Inventor, Navisworks, HAP, Ansys, Aspen HYSYS
- **Analysis & Programming:** Python, SQL, Excel VBA, MS Excel, MATLAB
- **Project & CRM Tools:** MS Project, Key CRM
- **Languages:** English (C1), Polish (A2 – limited working proficiency)
- **Other:** Category B Driving License

CERTIFICATION

- Revit MEP – Mechanical Certified Professional (Certiport)
- SolidWorks Simulation for FEA (LinkedIn)
- Basics of Electric Vehicle Simulation in Ansys (Skill-Lync)
- Lean Six Sigma Green Belt (PMI – LinkedIn)
- Lean Foundations (PMI + NASBA – LinkedIn)
- Excel VBA for Engineers (LinkedIn)