Zafar Perwaiz

Maintenance Manager

# Contact Details:

C-93,2nd Floor.Lane No.01 Mobile: +91-9891860579/9999648954

Zakir Nagar,Okhla, New DelhiE-Mail:zafarperwaiz@gmail.com

# Objective:-

To work in a challenging and creative field of Electronics Engineering, so that I can put my ability to its best and win laurels for my organization with my sincerity, dedication, efforts and also with the help of my colleagues and seniors.

# Working Experience:-

Currently working with **Amazin Automations and Solutions India Pvt.Ltd** as **Maintenance Manager**.

# Job responsibilities:-

* Leading a team of 250+ Service Engineers of PAN India & managing 67 cement plants.
* Responsible of direct reporting of 8 Service Area Managers.
* Adequate knowledge and experience in maintenance & management.
* Responsible of installation of new printing machines at plant site.
* Planning and effecting preventive maintenance schedules of various machinery and instrument to increase machine up time/equipment reliability.
* Taking care of AMC and TAT of all plants.
* Maintaining history of equipment damage/downtime.
* Successfully developed and led a top-performing team in operations.
* Arranging spares parts from the vendors. Also take care of all India spare parts inventory and issued to respective plants when needed.
* Improve the operational systems, processes and policies in support of organizations mission specifically, support better management reporting, information flow and management, business process and organizational planning.
* Participating in the recruitment and staff selection process.
* Maintaining a clean, professional and safe working environment in plants.
* Ensure that the day-to-day operations of a business run smoothly.
* Ensure project milestones are met.
* Motivate and Lead Operations Team.
* Manage projects successfully till their completion.
* Delivering regular team communications and organizing monthly meetings.
* Working closely to build and maintain close working relationship with clients.
* Having experience on video jet printing machines i:e; ML4, 2110,2120.
* Having experience on control print and Zanasi printing machines.

**Indulge Beverages Pvt.Ltd** as **Technical Expert (North & East Region**)

# Job responsibilities:-

* Handling customer support phone Calls/Emails.
* Ensure all the calls are closed within TAT.
* Provided Pre-Sales and Post-Sales technical consulting for customers and company sales people.
* Trained Engineers, Technicians and Customers for equipment maintenance and operations.
* Responsible for faster resolution of consumer service related complaints In Delhi NCR and North& East India.
* Provide technical training to promoters/staff at HoReCa channel.
* Preventive maintenance-teach the staff at HoReCa as well as consumers, how to take care of the machines to prevent breakdown.
* Key responsible of providing AMC to the Customers or in HoReCa channels and maintains the document.
* Installed, maintained and repaired the equipment purchased by premium customers.
* Communicated with administration staff for receiving and conveying information to resolve concerns and issues
* Taking care of all India spare parts inventory and issued to respective service centers when needed.
* Coordinate with sales persons & distributers about service feedback and other service related issues.
* Responsible for setup new service centers in North/East region and trained their technicians.
* Coordination with third party service centers and checks their service & other bills.
* Key responsible to solve any critical and escalated complaints.
* Responsible for the replacement/repair of the machines.
* Organized monthly distributers and service canters meetings in order to report performance status.
* Allotted buffer stocks for service replacement to the service Canters and maintain the documents.

**Allied Electronics & Magnetics Ltd.** as **Service Engineer** at Okhla Phase 2, New Delhi.

# Job responsibilities:-

* Product testing with assistance of development team.
* Handling customer support phone Calls/Emails.
* Installed, maintained and repaired the equipment purchased by the customer.
* Coordinates with distributers, sellers and customers with service related issue.
* Trained Engineers, Technician sand Customers for equipment maintenance and operations.
* Organized monthly distributers and service centers meetings in order to report performance status.
* Responsible for setup new service centers, policies and procedures for repair/replacement of the products.
* Allotted buffer stocks for service replacement to the service Centers and maintain the documents.
* Provided Pre-Sales and Post-Sales technical consulting for customers and company sales people
* Communicated with administration staff for receiving and conveying information to resolve concerns and issues.
* Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
* Provided the Remote support & Net meting support using following software Team Viewer, VNC Server Remote Desktop.
* Installed, maintained and repaired the equipment purchased by the customer.
* Assembling of Electronic Components on PCBs.
* Servicing and repairing of all types of Speaker, Headphone, Keyboard, Mouse, Charger and USB hub.
* Servicing and repairing of all types of wireless Mouse, Keyboard, Speaker and Headphones.
* Identified and resolved circuit, component and equipment failures.

**HCL Services** as a **Service Engineer.**

# Job responsibilities:-

* Repairing and testing of all type of Mobile Phones and HCL tablets.
* Repairing and testing of HCL laptops and desktop.
* Repairing and testing of UPS and DC power supply.
* Replacement of all Components of Mobile Phones by BGA MACHINE & HOT AIR GUN.
* All BGA profile settings.
* Assembling of Electronic Components on PCBs.

# ACADEMIC QUALIFICATION:-

|  |  |  |  |
| --- | --- | --- | --- |
| **EXAMINATION** | **SCHOOL / BOARD** | **YEAR OF PASSING** |  |
| **PERCENTAGE/MARKS** |
| 10th | J.M.I | 2010 | 84.42 |

# PROFESSIONAL QUALIFICATION:-

### **B.E in Electronics &CommunicationEngg.From JamiaMilliaIslamiawith 65% marks in aggregate.**

### **Diploma in Electronics Engineering from JamiaMilliaIslamiain with 75.02% marks in aggregate.**

# KEY SKILLS:-

* Knowledge of handling customer issues.
* Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
* Efficiently responded to internal and external customer requests via phone, chat and email.
* Outstanding communication skills – To interact both with clients and cross-company workers.
* Ability to identify, replace and explain the proper usage of electronic equipment and systems.
* Effective problem solving abilities – For technical issues.
* Possess in-depth knowledge of schematics, wire diagram and interpretation of technical drawings.
* Team player – Passion for learning/sharing knowledge and troubleshooting.
* Microsoft Outlook, Outlook Express configuration, backup, troubleshooting.
* Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
* Experience in installation of Windows, configuration, Technical troubleshooting, support of server Hardware, operating systems, Microsoft application software and peripherals, Windows 7,Windows 2008 &Windows 10
* Knowledge of repairing & servicing all types of electronics items of UPS and DC power supply.

# Achievements:-

* Convener, Students’ Chapter (IEI), University Polytechnic, JMI
* Class Representative, Subject Association, JMI
* President of JamiaSchool , JMI.
* Principal of One Day School.
* Made a documentary movie organized by Adobe Youth Voices Program 2007-2008.
* English Access Microscholarship Program (U.S. Embassy, New Delhi).
* NCC “ A ” Certificate

# HOBBIES:-

* Net surfing and connecting with social networking sites.
* Cooking food.

# Personal Details:-

Father’s Name Mr.Md. Suleman

Date of Birth 01/08/1994

Passport No. L1136754

Marital Status Single

Languages Known English, Hindi and Urdu

**Permanent address Village: Manikpur, P.O+P.S ArariaBairgachhi, Distt. Araria ,Bihar-854311**

# DECLERATION

I hereby declare that all the information stated in this resume is true to the best of my knowledge and belief till date. I also understand that any discrepancy found, in any of the above statement will render me liable for cancellation of candidature/ debarment/ Appointment at any stage.

Date: ……………………… - - - - - - - - - - - - -

**(ZafarPerwaiz)**

Place: …………………