**KUMAR RAJU GUMMADI**

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**Senior level assignments in Customer Support, Dealer support Product Sales & Service Support, Technical & Maintenance support & Warranty support for Mining Equipment and Heavy Earth moving equipment with an organization of repute.**

**Profile summary**

* A highly accomplished professional with **over** of rich experience in **Heavy earth moving machineries Workshop, Dealer Operations, Customer & Product support** with Strategic service and maintenance planning with wide industry exposure in **HEMM.**
* Using SAP PM Creation of master data, Preventive maintenance, measuring points, Breakdown maintenance, catalog creations, Maintenance notifications creations, Workshop management, and Dealership operations.
* Responsible Mining sites & Dealer business, Vehicle Timely delivery ,Low cost of ownership ,customer satisfaction index (CSI), Post service feedback(PSF) , Warranty costs, repeat complaints, paid revenue ,accidental revenue ,service marketing, Maintenances strategies, Failure analysis.
* Monthly planning of service operations for parts, labor revenue, service volume and

Customer reach programs.

* Responsible for customer support of FMC, AMC, SSC agreements & payments, extended warranty and warranty claims biannually. Accident vehicle inspection with the surveyor & prepare estimate for minor and major accident, repairs .coordinate with the surveyor & insurance company for claim settlements.
* Hands Experience with overhauling and repair major components such as Engines, Transmissions (Auto/Manual), Differentials, Tandem axles, Hydraulics, systems ,drives and Electrical , etc,



**Work Experience**

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| **Organization** | **Designation** | **Duration** | **Organization Details** |
| **SANY HEAVY INDUSTRIES INDIA PVT LTD** | **Junior Manager** ( After Market Support for Mining Machineries at Gujarat Mining Project) | March-2021 to Till Date | Manufactures of Heavy Equipment & Mining Machineries, Sales and Services |
| **GMMCO LTD** | **Service Engineer** ( After sales support, Warranty support to Mining trucks for South region) | April-2017 to Feb-2021 | Authorized Dealer for CAT Machineries, Mercedes Benz & Bharat Benz vehicle. Sales and Services |
| **VPR MINING INFRASTRACUTRE PVT LTD** | **Maintenance Engineer** ( Support for all Mining Equipment) | Aug-2015 to Nov-2016 | Works different Tender Mining Projects |

**Roles & Responsibilities**

* **SANY HEAVY INDUSTRIES INDIA PVT LTD**
* Coordinate with Sales & Market team for new customers and develop the market,
* Support & Service for the all SANY Heavy Mining equipment at Durga Infra Mining Pvt Ltd (Gujarat Mines TADKESHWAR site),
* Handle the mining project SANY machineries

SKT90S Heavy dumpers-58 trucks,

SY800 Excavators -07 machines,

SY380 Excavators –03 machines,

SAG200 Graders -02 machines,

* Maintain the site team and guiding Site team in critical troubleshooting/analyzing any new failures,
* Monitoring Daily vehicles master data,
* Daily conducting internal meetings for full fill the service support,
* Communications liaison between the ground-level work of a company and the higher management executives,
* Responsible for implementing workflow procedures based on direction from the company,
* Monitoring of the Product Performance closely and sharing the Product performance reports to TS team.
* Communicate with R&D and Quality team for failures,& modifications,
* Weekly reviews for Parts consumption, parts planning, Inventory regulation and audit process,
* Warranty claims, STO, Quotations, Invoices, Accidental parts,
* Updating monthly KPI reports,
* Optimizing profits by controlling costs,
* Communicate with vendors for related product issues,
* Studying the competitor products and list down pro's and con's along with performance and make a detailed report.
* Ensure timely resolution of customer issues & customer deliverables are met in line.
* Provide timely inputs to customers on better operating & maintenance practices which include maintenance cost, fuel consumption & site conditions
* Resolving customer issues to their overall satisfaction.
* **GMMCO LTD**

**Service:**

* Responsible for handling 300+ vehicles of South Region for after sales activity. (product support, customer support, better and smooth & efficient after sales activities, PDI Vehicle, Float Management,
* Monitoring & Support to different Customer vehicles for different model for Bharat Benz 2528, 3128CM,3143, 3528, 2828, 2523 in Mining & Irrigation operation south regions,
* Negotiation with customer & vendor for contract, service agreement, Parts Procurement, Parts inventory, Parts follow- up, Payment etc according to market strategy,
* Parts quotations, accidental parts estimations, Moving, Nonmoving & fast moving parts tracker,
* Responsibility for Ramagundam work shop Aggregate Estimation & Repairs & Special Tool Room & Special Application Vehicle in South Zone,
* Updating KPI reports,
* Maintained monthly parts sale reports, billing tracker.

**Warranty Management**:

* Daily fallow up the warranty failure reports and update to GMMCO HQ and DICV HQ,
* Follow up with site persons for fitment of warranty parts as per DICV standards,
* As per DICV warranty police raise the failure details in DMS ,PCR, and Pre-approvals,
* Warranty decision within dealer limit for Bharat Benz 3143CM,3128CM and2528CMModels,
* Monitoring the maximum warranty failures for updating product issue tracker to DICV for implement product quality,
* Float tracking for minimum brake down of vehicle,
* Maintain minimum cycle time of vehicle repair under warranty and warranty claim process,
* Maintained data of all the warranty claims(warranty summary),
* DICVrequirefiledpartssenttoDICVDPACChennaiforfailureanalysis,DPACtracker,
* Prepare for Warranty/SPW/GWT/GWC/ SM audits against claim settlement,
* Prepare MOM, DICV warranty documents,
* **VPR Mining Infrastructure Pvt Ltd**
* To Maintained service the SCANIA P410&P380, Excavators (KomatsumodelsPC210, PC450),Komatsu Dozers (D85), Komatsu Graders (GD705A-4,GD705A-5),
* Evaluate and diagnose of vehicle fallow up with L&T persons for the minimum brake down of vehicles,
* Estimate the accidental vehicles and arrange the parts for repair,
* Store inventory monitor,
* Working of Engines, Gearbox, Differential, Ac system, Electrical, Hydraulic systems,
* Completing troubleshooting within specific time period,
* Managed team of 20 to 25 technicians,
* To prepare and planning for the maximum trucks running,
* To perform all types of official work as required for company time wise,
* Ability to maintained technical reports as manual & computerized records reports of vehicles,
* Maintained the daily work report as manual &computerized.

# Technical Expertise

**DMS (Dealer Management System), DBS & SAP,**

* **DMS**(Customer data management, Vehicle master, Vehicle service history, Material Data Management, Availability of parts, parts Orders ,Labor value management ,Vehicle Billing, parts sales, warranty claims,)
* **SAP**- (Customer Service, Inventory management,)

# Core Competitions

* Dealership workshop Profitability,
* Customer Satisfaction & Field quality,
* Customer Support , Product Support & warranty Support,
* Service & Maintenance Network Development,
* Spare part sales management,
* Vehicle Diagnostic& Troubleshoot.

# Skills

* Leadership Skills,
* Communication Skills.
* Interpersonal Skills.
* Marketing.
* Planning.

# Education

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| **CERTIFICATE/DIPLOMA** | **College/University** | **Year of Passing** | **Specialization** | **Grade/Percentage** |
| MBA | KIET/JNTU Kakinada | 2020 | Marketing | 68.70% |
| B.Tech | Prasiddha College/JNTU Kakinada | 2014 | Mechanical | 75.65% |
| Diploma | Col.D.S.Raju Polytechnic/SBTET AP | 2010 | Mechanical | 64.70% |
| 12th | GMC Balayogi College/ Board Intermediate Education | 2006 | MPC | 58.3% |
| SSC | APSWRES school/Board of Secondary Education | 2004 |  | 70.33% |

# Personal Details

* + Date of Birth:14/09/1988
  + Marital status: Un married
  + Languages Known: English, Hindi, Tamil and Telugu