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| **8. Key Personnel Name: Arjun S** | | |
| **Designation** | Project Leader | |
| **Qualification** | Bachelor Degree in Mechanical Engineering | |
| **Company** | QUEST INFORMATICS PVT LTD | |
| **Certification** | Exemplar Global Certified Lean Six Sigma Green Belt (Credential ID-G201812444) | |
| **Age** | 30 | |
| **Sex** | Male | |
| **Email** | [arjunssuma@gmail.com](mailto:arjunssuma@gmail.com) | |
| Mobile | 9538406832 | |
| **Languages Known** | | |
| **Read** | **Write** | **Speak** |
| Kannada | Kannada | Kannada |
| English | English | English |
|  |  | Telugu |
| **About Arjun S** | | |
| * 8 year’s experience in aftermarket solution & service industry. * Aftermarket service expertise across industry verticals; viz. automobile, material handling, construction and heavy equipments. * Ability to trouble-shoot flaws in engineering documentation related to aftermarket support activity. * Strong leadership skills and also a dedicated team player with ability to manage multiple priorities comfortably. * 5 + year’s experience in project and team management. * Hands-on experience in working and execution of various Projects, PMR (Product Modification Request)/ PCR (Product Change Request) and Quality Design Changes from aftermarket parts catalogue perspective. * Cross-functional experience in aftermarket product support functions. * Hands on experience in creation of Bill Of Material and Service documents for Trucks and Buses. * Possesses working experience on publication tools such as Adobe Illustrator, Adobe InDesign, Corel Draw, Product View (Pro-E), 3Dvia, Solid works and some customized tools of Volvo * Ability to identify Spare Part status of an assembly or individual part. * Ability to trouble-shoot flaws (Customer complaints) in engineering structure created by engineering documentation team. * Good knowledge of commercial vehicle technology. * Effort estimate and project time calculation experience. * Write or edit multiple documents, Project Plans, Proposals, & Project Implementation specifications. * Hands-on experience in creating Service documents * Proficient in providing customized aftermarket solutions for Clients in Technical Publication & Parts Engineering area.   **Work Experience:**   * Creation of chassis unique aftermarket parts catalog and spare parts information for Volvo Trucks with the help of PDM and PLM tools. * Creation of service mannuals with the help of case files in adobe indesgin * Creation of Pneumatic diagrams and order compalition for orders. * Maintaining all existing Parts catalogue information, fixing parts and illustrations in the Parts Catalogue. * Resolving the customer complaints. * Reviewing the quality of production. * Analysing the various service procedures of trucks and suggesting the Required Parts in the ware house which needs to be kept in stock. * Performing the Root cause analysis for the flaws in production.   **Current Roles & Responsibilities::**   * Handling a team of 12 team members and 2 team lead.. * Doing quality check for work done be team. * Assigning work for team and monitor the same * Handle all complicated issues which require engineering attention by contacting engineering team via E-mail. * Interacting with client (line manager) via E-mail and Communicator chat program. * Attending weekly review meeting with client via telephone. * Conducting training session to new employee.   **Skills Summary:**   * **Specialties:** * Aftermarket Product Support * Project Management * Client Co-ordination * Cross-Function team building & handling * Technical Publication Services Sales * Product support system assessment * **Technical Skills:** * PDM Systems * MS Office & Adobe * Corel Draw R13 * Product View * 3DVIA Composer * Adobe InDesign * Adobe illustration * Fair knowledge on CAD tools   **Hobbies & Interest:**  Collection of old currencies/coins, reading magazines and watching programs related to latest electronic devices & automotive industry. | | |