**M. JAYA KUMAR**

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**Address:** 4/126 P.R Nagar, Udumalpet Road, Pollachi, Coimbatore - 642003, Tamil Nadu

Aspiring for challenging assignments in the field of **Customer Service Management**

**PROFESSIONAL SYNOPSIS**



* Offering nearly 8 years of experience in the field of handling Agriculture machineries.
* Currently associated with New swan Multitech Ltd., Ludhiana as Assistant Manager.
* Qualified Diploma in Automobile Engineering from Nachimuthu Polytechnic, Pollachi.
* Proven track record of providing guidance to service engineers in detecting problems and helping them to handle the problems.
* Adroit in managing field service team to provide optimum customer services as well as developing workflow for the field service team.
* Demonstrated abilities at commissioning the machine and arranging training for customer people (operator’s helpers, technicians, and maintenance staff).
* Skilled in maintaining positive and healthy relationship with various teams to ensure customer service effectiveness.
* A strong team leader with excellent analytical, communication, negotiating and problem solving abilities.

**CORE SKILLS**



* Service Management
* Repair & Maintenance
* Customer Support
* Parts support
* Team Management
* Materials Handling
* After Sale Service
* Client Relationship Management
* Training & Development

**EMPLOYMENT RECITAL**



***Nov-17-Jun 18 New Swan Multitech Ltd., punjab |Assistant Manager-Service***

***Nov’14-Nov 17 Tirth Agro Technology Pvt. Ltd., Karnataka | Service Engineer***

***Aug’10 – Nov’14 | New Holland Fiat (India) Pvt. Ltd, Karnataka| Service Engineer***

**Key Deliverables:**

* Responsible for service management and develop plans to improve and monitor product performance and implementing plans for customer satisfaction.
* Handle warranty claims of the machines maintain warranty records and see that the warranty parts are accepted by the principles.
* Diagnose machine problems and rectify them (both electrical and hydraulic); provide guidance to service engineers in detecting problems and helping them to handle the problems.
* Check the availability of stock for dispatch of material and see that they reach in punctual time to customer site
* Maintain good customer relationship and discuss about various products and support the marketing team; finalize parts agreements with customers in order to increase coverage and ensure future sales.
* Ensuring compliance to quality standards and maintaining all quality control documents.
* Manage field service team to provide optimum customer services; develop workflow for the field service team.
* Assist in goal setting, skill enhancement and performance reviews activities for field service staffs; investigate and resolve any issues resulting from substandard performance.
* Ensure company policies and procedures are followed by the team members; provide training to service staff as needed.
* Provide support and guidance to service staff to ensure timely and quality customer services; develop programs to improve technical and customer service skills of service staffs.
* Address customer enquiries, resolve issues and obtain customer feedbacks proactively; identify and resolve employee concerns/complaints.
* Maintain positive and healthy relationship with various teams to ensure customer service effectiveness; provide support service teams in achievement of service goals.
* Assist in interviewing and hiring new professionals; ensure that the resources are properly trained to meet service objectives.
* Demonstrate outstanding customer service through maintenance of high quality and integrity at work environment.
* Maintain all the details of customer and machine and transmit monthly reports on failures and modifications to the quality department.
* Take care of off season maintenance work for Chassis. Engines, hydraulic motors; provide parts and solutions to ensure maximum uptime of Customers’ assets.
* Manage Technician deputation, assign & monitor the service events till the closers; handle periodical maintenance of the machine and maintain its records.

**SCHOLASTIC**



2010 Diploma in Automobile Engineering from Nachimuthu Polytechnic, Pollachi with 70.5%

2004 10th from Municipal Boys Hr.Sec.school, Pollachi with 65.6%

**IT FORTE**



* Well versed with Windows, MS Office and Internet Applications.

**PERSONAL SNIPPETS**



Date of Birth : 13th May. 1988

Language Known : English, Hindi, Tamil, Telugu and Kannada