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[**sathiyakumarv@gmail.com**](mailto:sathiyakumarv@gmail.com)

**+91 9080488743**

**26 Velayudam street, Avadi, Chennai**

**SATHIYA KUMAR V**

**AEngineer- Technical Service Support**

# Carrer Objective

**A Motivational and authentic individual with very honest personality in all respects with the ability to apply my skills for innovation and constitent innovation**

# Profile snapshot

# Education

**Diploma 60%**

**IRTT 2007**

**10thGrade State Board 70%**

**NSHSS – Theni 2003**

# SKILLS

## EXPERTISE

**Support Function**

* **After sales service**
* **Technical Service**
* **Customer**
* **Product**

**Audit**

* **Process / Product**
* **PDI Audit**
* **ISO**
* **QA**

**Validation**

* **NPI Field**
* **New Aggregate**
* **New Component**

**Warranty Analysis**

* **Adjudication**
* **Qualitative**
* **Budget**
* **Quantitative**
* **Logical**
* **Critical**

**Problem solving skills**

* **7QC Tools**
* **DFMEA**
* **RCA**
* **8D Analysis**

**Project Management**

* **Technical Training**
* **Benchmarking**
* **VA/VE**
* **Engineering - ECM**
* **SER Tool Development**
* **Tech. Literature**

**Cross Function team**

* A Smart professional with over 10 years of experience and well-honed in the areas of ***Technical Service operation, Field Service Support and customer service functions*** for tractors exported to global markets
* Excellence at providing value added customer service by resolving customer issues, ***Client relationship management***and Innate strength in identifying Potential CSI on service norms
* Conservant with ***SAM Audit, Task force PDI audit, Manufacturing audit, Final product approval audit, Poke yoke auditand SER Tool at Alpha and Beta stage***
* ***Key role in Process improvement, Product quality at PDI, Performance of product and Service responce***
* Expereienced in identifying ***Root cause analysis(RCA)*** and monitoring through ***8D using QC tools***and resolving issues within stipulated time
* Gained insightful expereince in ***Technical publication, Service write-ups,*** features. Developing life cycle of publication process***(WSM,OIB)*** andevaluating documented products and quality assurance products
* Skilled in identifying ***Spare parts service kits*** to improve thebussiness and serviceablity and skilled in conducting fitment trails for ***optional kits*** based on CRM



# Experience SnapshOT

**2016 – 19ASSISTANT ENGINEER–AGCO TSS**

**Reporting: AGCO - TSS &TAFE – Turkey Operation**

Responsiblefor CRM, AGCO support for Product reliability team ,Technical Service Support functions , Product related query pertaining to all machines falling under 75 Hp distributed by TAFE to AGCO Turkey

**2011 – 18ASSISTANTENGINEER**

**Reporting:TAFE –EEM – Exports Emerging Market**

Responsible for Tractor trouble shooting, warranty analysis, Workshop development, Field problem rectification, New product audit.

Responsible for Service tool, WSM,OIB , Installation instruction to dealer.

**2010 – 11SITE ENGINEER**

**Reporting:L & C Telesolutions Pvt Limited, Chennai**

Huawei BTS Installing , Antena & Micro Wave Installation, Cen Projects handling

Airtel 3G IP Conversion, BTS Installing in Idea, Airtel, Reliance, TATA GSM

**2008 – 10Electrical Supervisor**

**Reporting: The India Cements Limited Salem**

Handling of electrical and control cables lying, jointing, routing

MCC Panel Board Errection, Gas cutting of welding works

# Image result for competency iconsKey Competency

# tRAINING

## TAFE – PTC

**Fault Diagnosis of entire tractor aggregate**

SIMPSHON

* **S440, ST400 - Mexico**
* **SJV326 Tier\_4 – USA**
* **TSJ436 – Turkey**

## BOSCH

* **FIP(Inline/Rotary/CRDI)**
* **Starter Motor**
* **Alternator**

## HUSCO - **Spool Valve**

# Project HAndled

**Srilanka - Service campaign**

**Mymanmar – Dealer CSI**

# Reference

S.K .Siva Kumar

**Ph no 9600076391**

Manager

Exports dept.

Tractors and farm Equipment’s Limited

Huzur gardens

Sembiam Chennai -11

Tamil Nadu

* **CSIMonitoring :**Conducting in-depth evaluation of customer feedback and carrying out modifications in product attributes as per the market requirements
* **Forecast :** Anticipating future customer requirements and ready with opportunity closure plan thereby ensuring smooth closure and a positive customer experience
* **Market Data Analyst :** Analyzing & identifying market & industry trends and incorporating it in articulating products & solutions offerings for existing and future business lines
* **Customer Relationship Mangement :**Providing effective resolution to customer queries and improving relationships with the customer
* **Service Support :**Technical Service Support/Customer Support/Product Support
* **Product Peormace Specialist :** Review and Monitor health parameter by analyse failure trend
* **NPI Validation :**Competency on Field validation of tractors @ NPI stage–New & Regular Product
* **Quality Audit (Development & PDI) :** Performing Process/Product/Poka-yoke Audits in assembling cells and supervising the effectiveness of corrective actions
* **Field Solution Provider :**Narrow down to root cause &provide field fix - Fault diagnosis and resolution of Engine electronics - Initial Information report on field problem
* **Big data Analyst :**Warranty Adjudication – Quantitative and qualitative Analysis of warranty complaint
* **Techincal Literature :** Technical content authoring for publication
* **Master Data Managment:**Manage,update and maintain company data for Business strategy
* **Knowledge Management & Product training :** Providing serivce taining to trainers/Dealers/Field Serivce personnel
* **Supplier Warranty Recovery Analyst :**RaiseDebit note to supplier with proper justification
* **Process Streamliner:**Automation of process to save insentive with high accuracy
* **Audit Handling : ISO /PDI/CRA/PRA**

**Declaration :**

**I hereby declare that the above given information about me are correct and true to the best of my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.**