SUBBURAJ R

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**EDUCATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **class/**  **course** | **NAME OF THE**  **INSTITUTION** | **BOARD OF**  **STUDY** | **YEAR OF passing** | **MARKS(%)/ CGPA** |
| **Diploma in Mechanical Engineering** | Alagappa University , Karaikudi , TN | Department of Technical Education | 1985 | 77 |
| **10th** | SRI SMS Vidyalaya, Karaikudi, TN  K | State Board | 1982 | 84.2 |

**WORK EXPERIENCE**

**VST Tillers Tractors Ltd ,** Quality Executive Engineer, Bangalore

* **From 1986 to 2003 as Quality Engineer**
* Quality Assurance Engineer with hands-on experience inspecting precision machined manufactured parts and all types of forgings and castings.
* Operated automated measuring machine that could includes the following: Height master Hardness tester ,bore gages , different types of micrometers and dial vernier callipers
* Read and interpreted blueprint drawings
* Verified compliance to customer drawings specs and additional requirements
* Maintained all necessary quality records and documents
* Logically based approach to reading and interpreting blueprints and product specifications as well as testing and measurement of parts. Eighteen years of experience as a QC Engineer in a large production facility with excellent understanding of statistics.
* Monitored production operations to ensure production standards were met
* Used micrometers gauges callipers and other measurement instruments to test appropriate measurements.
* Performed QC inspection on products received by suppliers
* Rejected company-produced parts that did not meet standards.
* **Heat treatment process:**
* Working knowledge of heat treatment process, induction hardening and visiting suppliers end to monitor heat treatment process and approval.
* Liaising with other managers to formulate objectives and understand requirements
* Organising workflow to meet specifications and deadline
* I will be ultimate responsible for the smooth running of all production lines and the quality of output.
* My goal is to ensure an efficient and productive manufacturing process that meets customer requirements and analysis with CAPA reports
* Preparing PPAP documents
* Preparing inspection plan
* Handle ISO9001-2015 documentation and internal auditing and CAPA for QMS effectiveness
* Analysis of daily rejection and rework data and 8D for internal and external complaints
* Supply chain process and vendor development

**From 2004 to 2019 worked at VST Tillers Tractors, Bangalore and Hosur as Customer Quality Engineer**

**CUSTOMER QUALITY**

* Visited about 100 plus dealers all over India and updated service camps , customer focus , training and evaluated competitors
* Responsible for handling complex customer issues and providing high quality service
* Work closely with customers and understanding their quality requirements
* Develop and enforce quality assurance policies and procedures
* Monitor manufacturing process in plant and recommend improvements
* Participate in regular management and customer meetings and initiate quality improvement activities
* Assist in identifying and resolving technical problems and developing quality standards
* Identify problems and prioritize actions using professional judgment
* Conducted investigation and resolved vehicle engine problems
* Interfaced with customers and addressed their complaints
* Initiated correction action in meeting customer expectations of quality
* Handled all quality-related issues with priority and professional approach
* Accompanied customers in plant tours and guided them about process followed
* Analyzed specification reviews of customers and recommended changes

**TECHNICAL SKILLS**

* Development of system documentation
* Identifying new customers and supporting sales and lead generation effort
* Customer and surveillance audit active participation
* Dealer updation and service bulletin with continuous improvement

**PERSONAL SKILLS**

* Highly motivated with the ability to work effectively in team and independently.
* Leadership qualities
* Time Management
* Ability to work under tight deadlines
* Excellent customer service skills

**DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

CTC AT PRESENT- 8 LAHKS PER ANNUM

CTC EXPECTED – 9 LAHKS PER ANNUM