**RESUME**

# NITESH POTFODE

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**Objective**

Seeking a challenging position in an esteemed organization. where I can use my technical skills, experience and knowledge and be a part of the team that dynamically work for the growth and development of organization.

**Keywords:** Automobile, Tire, Service, & Maintenance.

**Professional Adbridgment**

* Five years of experience in Field Service, with Volvo Eicher Commercial vehicles Ltd as a service engineer.

**Overview of work**: Providing after sales service, technical support and training to all dealership & customers, customer channels under command area & Registering/Recording each customer complaints & ensure responses within turnaround time levels.

* **Organization:** Praram CAD service Pvt. Ltd., Pune (Maharashtra)
* **On site Organization:** Volvo Eicher Commercial Vehicle, Pithampur (M.P.) October - 2014 to till date.
* **Designation:** Product Expert
* **Department:** Product Design & Development-HD
* **Reporting Person:** Deputy Manager.

**Roles and Responsibilities**

* Responsible for the Preventive service, installation & maintenance activities.
* Handle Critical issue, Break down, Campaign, JI & customer meet. Official visit at various Eicher authorized dealerships in Central Region and scheduled many programs like mechanic training, tools audit, tools availability, customer driver training (Like FE, road safety, vehicle safety).
* Project:- work on Product establishment & Customer satisfaction of Pro6047, Pro6055, Pro2049 and Pro2095xp series vehicles in Gujarat and Maharashtra.
* Performing complex technical operations which involved planning and selecting appropriate equipment’s, services and techniques to achieve desired results in an economical manner.
* Carrying on customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms defined by the organization.
* Responsible for providing after sales support to dealer / customer, complaint redressed and after sales network.
* Foster / drive collaboration with design team and sales team.
* Ensure all predictive maintenance services & equipment are operational and activities are carried out.
* Perform Root cause failure analysis for all major issues/failures & determine pre-requisites to restart after an issue.
* Assist in the implementation of Best Practice - Report related repair costs & man hours, both internal and external.
* Report completion of the Corrective actions from audits, Root Cause Analysis, Alerts in reporting platform.
* **Professional Achievements**
* Eicher Pro6000 vehicles attend in **western region** and resolved the tire wear and FE issues and got **Satisfaction Letter** from the customer **SITS, Chheda cargo, Commercial Transport, Meta Logix, Western Super, Bhagyshree, M.K. Bulk, Ghodakhe Patil, Harikrupa transport & Shree Shive.**
* Solved tire wear and FE issues and increased tire life ( 10 - 15%) and FE (3 - 4% from competitor vehicles) and got positive feedback from customers.

**Academic**

**B.E. in Mechanical Engineering,** 65% from Jabalpur Engineering College Jabalpur, affiliated to R.G.P.V. Bhopal 2014.

**Diploma in Mechanical Engineering**, 73% Sardar Vallavh Polytechnic Collage, affiliated to R.G.P.V. Bhopal 2011.

**XII,** With 51% marks, from friends higher secondary school, Itarsi, affiliated to M.P.B.S.E. Bhopal 2008.

**X**, with 70**%** marks, from Saraswati higher secondary school, Itarsi affiliated to M.P.B.S.E. Bhopal 2005.

**Skills**

* **Mechanical Design Software:** Pro-E, AutoCAD.
* **Software Packages:** MS-Office (Word, Excel, and PowerPoint).
* **Vehicle:** Strong Decision making & Benchmark analysis.

**Projects**

**Minor: Load Distribution:** The project works on the principle of load distribution to make it easy to carry HeavyLoads.

**Major: Load Transferring Lift:** It is the arrangement in which the load is carrying up by balancing its weight by forces one is the weight of the dead weight and other force applied by paddling the bicycle.

**Training**

* Major training from **Satpura power plant,** Sarni.
* Minor training from **Diesel Loco Shed,** Itarsi.
* Minor training from **Amtek Auto Limited**, Mandideep.

**Extra-Curricular Activity**

* Participated in Mahakoushal Vigyan Mela.
* Participated in inter-branch, Carrom tournament, Cricket tournament‘AAGAAZ’.
* Donated blood in Blood Donation Camp.
* Bronze Medal in State Level Tae-Kwon-Do.

**Capability**

* Team facilitator, leadership ability.
* Innovative, flexible at working schedules and adaptive to any change.
* Quick learner and take up challenges.
* Established capability to follow procedures and guidelines.
* Dependable and flexible character, with inexhaustible stamina for work.

**Personal Details**

**Name** Nitesh Potfode

**Father’sName** Laxman Rao Potfode

**Mother’sName** GeetaPotfode

**Date of Birth** 17/06/1989

**Marital Status** Unmarried

**Language Known** English, Hindi, & Marathi

**Permanent Address** Ward no-2, old Itarsi, Dist- Hoshangabad (M.P.)

**Declaration**

I hereby certify that all the information provided here is correct to the best of my knowledge. I will make it my earnest to discharge completely and carefully the duties you may be pleased to interest with me.

**Place: Ahmedabad**

**Date: (Nitesh Potfode)**