**PUSHPINDER JANGRA**

New Durga colony,

Gali 5, Chhoker Petrol Pump

Samalkha ,Panipat, Haryana.

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Career Objective

Scaling new heights of success with hard work & dedication and leaving a mark of excellence on each step; aiming for

challenging assignments in **Service Operations** with a reputed organization.

Professional Summary

* 3 years of experience in Service Operations & product support, customer handling, dealer handling
* Resourceful at maintaining business relationship with clients and customers to achieve quality product and service norms by resolving their service-related critical issues.
* Excellent Relationship Management, Analytical & Communication Skills.
* Skilled at efficiently attending to the Service Calls, imparting necessary Training to the Staff of the Customer about the precautions, running and maintenance of the product supplied.
* Updating field service & dealers channels, Works with the product support.

Employment details

**M/s Escorts Ltd, Faridabad Territory Service Manager Jun 2020– Till Date**

**M/s Manpower group Service executive 11 Dec 2018 – Jun 2020**

Work Experience

Currently working in Escorts Agri machinery in service department as a **Territory service manager .**

**Jun’2020- Till date: Escorts Agri Machinery- Firozpur, Muktsar , Punjab as a Territory service manager**

**Key responsibilities :-**

* Worked on **Digitrac Project (online product)** ,handling customers regarding issues face by them and make them delightful by giving services on Door step.
* To provide timely & quality service to customers by capable manpower.
* To provide technical support & guidance to dealer service staff.
* To improve overall customer experience (CSI & SQI) at dealership by making dealer manpower capable.
* Root cause analysis & Problem Identification.
* To ensure availability of spares & consumables at dealership.
* To improve Workshop inflow & profitability.
* To run customer engagement programs like Service camp, Customer meet.
* To provide timely & quality feedback on product, new emerging application & product improvements.
* To ensure proper fitment of retro parts into the customer vehicles.
* To Increase service reach by appointing service Centre.

**Dec’2018- Jun’2020: Manpower Group**

* One and half year experience at HO level for preparation of technical manuals , service manual ,operator manual and technical bulletin and release to the field
* Check all corrective actions released from Quality assurance and verified about the component changes implementations with respect to price system upgradations .
* Check technical failure reports and verify about actions if relevant or not.
* Assuring of service bulletins uploaded in E-catalogue and ESMS.

**Since Mar’2018 – Nov’2018**

* 9 months working experience at **RAMKUMAR TRACTORS AND GENERATORS WORKSHOP**

Professional Trainings

* Study about tractors their different systems i.e. **Engine and their different parts, Transmission system and Hydraulic Systems etc.**
* Constructed Drain **Cleaner** as an academic project under **Mr. Sumit Kumar** Lecturer in Mechanical Department, NCCE, Panipat
* **Title:** Captive power plant and Steam power plant.**National Fertilizer limited (ISO 9001, 14001, 18001)– Miniratna company is a major Indian producer of chemical fertilizers, organic fertilizers and industrial chemicals.**
* Three months training in **CENTRAL FARM MACHINING TESTING AND TRAINING INSTITUTE ,BUDNI , MADHYA PRADESH .**
* One week training in **ACE TRACTORS TRAINING CENTRE, BALABGARH.**
* Training certificate received from **NATIONAL FERTILIZERS LIMITED , PANIPAT.**
* Repair And Overhauling Of Stationary Engines And Tractors” (T-1)-Organization: **C.F.M.T.T.I.** Budni 466445 (M.P).
* Study and Repair of Hydraulic System in Agricultural Machine” (T-4)-Organization: **C.F.M.T.T.I.** Budni 466445 (M.P).

Qualifications

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| --- | --- | --- | --- |
| **Course** | **University/Board** | **Year of Passing** | **Percentage** |
| B.Tech (Mech) | N.C.C.E | 2016 | 73.6% |
| 12th | C.B.S.E | 2012 | 73.8% |
| 10th | C.B.S.E | 2010 | 66.7% |

Achievements

* Got 1st position in football inter year tournament (2013).
* Got 1st position in handball tournament at Panipat (2011)
* Participated in State level basketball tournament (2010)
* Got 1st position in football inter year tournament (2009)

Hobbies & Interest

* Listening Music, Singing, football.
* Progressive, Positive Attitude, Punctuality and Sincerity
* Commitment towards work
* Effective in team.

Personal details

Father’s Name  Sh. SHRIPAL

Mother’s Name Smt. SAVITRI DEVI

Date of birth 27th March 1994

Sex   Male

Marital status  Single

Language English & Hindi.

Declaration

I hereby solemnly declare that all the verbal expressions made above are true and redress to the best of my cognizance and belief.

Date:

Place: Pushpinder Jangra