

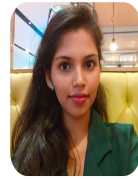
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OBJECTIVE

I am looking for a company that will allow me to utilize my skill and knowledge to perform each task with the utmost certainty in a timely and efficient manner where my skills can be used for improving customer satisfaction along with overall quality of the organization.

SKILLS

Statistical & Analytical

Ability to resolve challenges

Attention to details

Microsoft office proficiency

Decision making and Project management skills

Quick learning nature

Communication Skills

PROFESSIONAL EXPERIENCE

Quality Manager

Sarman Engineering Private Limited | Thane

Jan 2023 - current

- Developing documents and processes. Implementing and managing these processes to ensure that departments and products meet required specifications for quality, function, and reliability.
- Identifying and setting appropriate quality standards and parameters for Processes as well as products.
- Analysing and representing data for the Quality monitoring of the organisation.
- Communicating quality standards and parameters to management and other relevant teams.
- Coordinating and participating with QA/QC team for product testing processes.
- Identifying and analysing issues, errors, defects, and other problems, particularly when problems recur in multiple products and multiple times
- Conducting RCA and management meetings to recommend and facilitates solutions to the issues.
- Reviewing client, customer, and user feedback.
- Maintaining compliance with ISO standards by conducting internal Audits and inspections.
- Conducting training and campaigns to create awareness and maintain Quality Management.

Administrative Support (Freelance)

Mprovement Services & Contractors| Mumbai

Aug 2021 – Dec 2022

- Understand client requirements, on-site possibilities and provide solutions.
- Review tech specification in the sale order and communicate to the team.
- Manage sale order, track stocks of material supplies and place orders when necessary.

- Supervise and manage workers and vendors staff and divide responsibilities to ensure work done as per site requirement.
- Managing communication process, guiding employee and workers to maintain workflow.

Operations Analyst

First Advantage Private Limited | Mumbai

Mar 2021 - Aug 2021

- Monitoring global data and maintaining daily status reports using applications like GCM (Global Case Management) and CSPI (Corporate Service Platform International).
- Co-ordinating with internal team and quality team for case updates.
- Sending email and reports for verifications.
- Follow up with vendors and clients through mails/calls till case closure.
- Cross auditing the vendor verifications.
- Finding the discrepancy in provided verification and closing cases accordingly.

Executive Technical Support

Diebold Nixdorf India Private Limited | Mumbai

Aug 2019 - Feb 2021

- Dispatching incidents within agreed time limit to respective vendors.
- Ordering and tracking replacement part for incidents.
- Have worked on applications like EBS, SAP (OTM), Sibel and on sites like UPS logistics, Infor Extreme, FedEx.
- Follow up with vendors through Mails/Calls till incident closure.
- Coordinating with Technician, Vendors and Dispatch Team.
- Monitoring incidents and sending daily incident status report.
- Escalation as per matrix for unresolved issues.
- Inspecting incidents as per standard operating procedure and process for Audits and Quality Assurance.

Junior Engineer – Tech Support

Dynalog India Limited | Mumbai

Mar 2017 -May 2019

- Assembling of PCBs as per schematic and circuit diagrams.
- Testing of boards as per test procedure.
- Troubleshooting of analog and digital (Processor and Controller) boards referring schematic diagrams. Have worked on Eagle, HyperTerminal, Flash-Magic, Micro-bootloader, Kiel, Lab tool universal IC programmer.
- Have brief knowledge of Arduino, Embedded C programming.
- Coordinating with research and development team for resolving technical and quality problems.
- Planning and supervising production process.
- Servicing of old boards and providing technical support to customers.
- Inward QC of Raw material as per sampling plan and Quality Check procedure.
- Analyzing the yearly / monthly failure rate of products and cards for preparing reports with proper RCA & Action plan.
- Calibration of monitoring and measuring equipment with documentation. Successfully handled Annual ISO Audit.
- Maintaining job cards, test reports, in process non-compliance report and service reports.
- Preparing Detailed Failure analysis report of boards and products and sharing it with customer.
- Familiar with ERP, Extraction of reports and analyzing it, generating production orders, generating BOM, QC inspection and clearance.

Apprentice Engineer

Dynalog India Limited | Mumbai

Feb 2016 - Feb 2017

- Functional, operational quality check of all raw materials for trading and production of Electronics boards.
- Testing and troubleshooting of Microprocessor, Microcontroller (PIC, ARM, 8085, 8086, 8951, ARDUINO, ADAM 3600), Power electronics boards, Peripheral ICs, Driver ICs, Motors, Serial communication boards for Educational kits.

COURSES & TRAININGS

Lean Six Sigma Green Belt

Benchmark Six Sigma | Online

2022

- Well versed with six sigma tools like DMAIC, PDCA, RCA methodologies, Pareto charts and Lean tools like 5S, Why-why, Kanban poka-Yoke
- Data analysis and representation on statistical software like MINITAB and EXCEL.
- Calculating Process stability and Process capability.
- Conducting Six sigma and lean projects.

Internship

Central Railway | Mumbai

2014

- Traffic management system and passenger amenities.
- Optical Fiber communication.
- Announcement system.

EDUCATION

Bachelor of Engineering - Electronics and Telecommunication

M G M College of Engineering | Mumbai University

2015

Assignments and Projects related to Electronics & Telecommunication:

- Performed Project on LISTENING BUG and LCD INTERFACING.
- Performed Project on IMAGE PROCESSING BASED ON HAND GESTURE CONTROLLED WIRELESS NAVIGATION ROBOT.

HSC

K J Somaiya College of Science and Commerce | Mumbai University

2010

SSC

Swami Vivekanand High School | Mumbai University

2008

ACCOMPLISHMENTS

- Quality Process Improvement & streamline all the production process cycle.
- Successfully handled Annual ISO Audit.
- Successfully handled Student's Industrial Visit.