



NIKETAN SHARMA

SALES & SERVICE ENGINEER

Developing trusting relationships with key decision makers within the market, Gathered feedback from customer (customer inquiries), provided ideas and suggestions on product and service adaption and development and after-sales service. Involved in Supporting the back end sales activities and established processes and system to improve the productivity from inquiry to ordering processes. Prioritized other service requests to ensure attention to critical needs. Maintained high security confidential and sensitive government background clearance. Coordinated regular preventive maintenance on five high-value systems in compliance with all directives.

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📍 #1762 Sector32A Chd Road,ludhiana,Punjab-141010

📅 06 October, 1997

SKILLS

Service Management

Team Management

Lead Generation

AMC Sales

After Sales Service

Customer Service

Escalation Handling

Coordination

Planning & Allocation

EDUCATION

B.Tech (Mechanical Engineering) 2020

Guru Nanak Dev Engineering College,Ludhiana

PERSONAL PROJECTS

Compressed Air Powered Vehicle

Comparison between heat pipe and normal copper pipe

Kaizen during industrial training (VMC'T' Nut Standardisation)

CERTIFICATES

Mechanical Certificate in CAD/CAM (2020)

Central Tool Room

SOFT SKILLS

5S

Kaizen

3M

Poka-Yoke

Six Sigma

8 Waste Management

WORK EXPERIENCE

Associate Service Engineer

REPOS ENERGY

10/2020 - Present

Handling service requests for North India including UP, NCR, Punjab, Uttrakhand, HP,J &K

Achievements/Tasks

- Ensuring that the job which is booked is executed correctly and order is closed to customer satisfaction.
- Commissioning and stamping support of mobile petrol pump with capacity of 4kl and 6kl; coordinating with W&M inspector at time of stamping.
- Heading team for installation of Datums with capacity of 2kl, at factories sites; ServeS as a bridge between OEM's and partner, Working closely with PST(partner success team) and ensured Full 24*7 support has been given to startups.For OMC bowser maintaining TAT of 72hrs & for startups maintaining TAT of 24hrs
- Responsible for Order value, service business development.
- Developing clear and effective written proposals/quotations for current and prospective customers
- Provided customers with high-quality parts in a timely manner in accordance with the customer's demand. Good work ethic, attention to detail and good execution abilities; Assisting the team on any escalation issues.
- Provided technical consulting and specialist assistance on service solutions to management and customers; Assisting with Spare Parts orders – provided follow up and ensure the sale is executed.
- Assisted team to develop a coordinated sales effort while keeping management informed of market conditions; Manage service activities with effective execution and work towards improving on-time service delivery.
- Providing routine service support to Sales Representatives in strategic district accounts to execute agreed-upon customer system assurance and continuous improvement plans.
- Engaged in problem solving by performing system analysis, interpreting data and providing written recommendations to ensure customer operations are performing at optimal levels

INTERNSHIPS

EASTMAN INDUSTRIES

Intern-1 Month

FARMPARTS

Intern-6 Months