



Chandan Mandal

Area Service Manager

A hardworking and passionate job seeker with strong analytical and problem-solving skills, eager to secure an Analyst Position. Ready to help the team achieve company goals.

✉ mandal8404@gmail.com

📍 Ranchi, India

☎ +91-7541966697

🌐 [linkedin.com/in/chandan-mandal-2b8339159](https://www.linkedin.com/in/chandan-mandal-2b8339159)

EDUCATION

Bachelor's of Engineering

Birla Institute of Technology Ranchi

07/2016 - 07/2020

Ranchi

Courses

- Mechanical Engineering

Intermediate of Science

Barhi Inter college Barhi

03/2013 - 02/2015

Barhi

WORK EXPERIENCE

Area Service Manager

IFB Industries Ltd.

11/2020 - Present

Achievements/Tasks

- Currently handling 18 franchisees overseeing Service & Business Operations of whole Jharkhand.
- Successfully strategized the MSL maintenance for the franchisees using past data, observed the pattern of consumption, and increased the service delivery within 24hrs.
- Analyzed the failure of components that result in vibration and reduced the failure rate by 25% using root cause analysis, 5 why analysis.
- Improved the customer satisfaction level from 87% to 96% by identifying the detractors by analyzing the data.
- Developed repeat sale analysis of essentials based on prior purchasing patterns which resulted in a 20% increase in customer retainment.
- Have done process related improvements and have conducted various soft skill and technical skill trainings for our Service Ambassadors(SA) to smoothen the service process.

SKILLS

SQL

Excel

SAP-CRM

Problem Solving

Decision Making

Team Leader

Business Process Improvement

Service Operations

Customer Relation

PERSONAL PROJECTS

Team EDC(Entrepreneurship Development Cell)
(08/2016 - 06/2020)

- Publicity Head at event B-Plan of EDC.
- Event organizer at B-Quiz in BITOTSAV- 2017.
- Event organizer at VSS in PANTHEON- 2017.

Final year Project (07/2019 - 06/2020)

- Improvement of Solar Distillation System using Vapour Compression Cycle.

CERTIFICATES

SQL Certification (03/2022 - 04/2022)

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

French

Limited Working Proficiency

INTERESTS

Equity Trading

Cricket

Chess