

MUHAMMAD FAISAL

INDUSTRIAL & MANUFACTURING ENGINEER

Highly motivated and results oriented Industrial Engineer with excellent educational credentials and progressive experience in the field of industrial and manufacturing engineering by delivering exceptional services. Aspiring to pursue career opportunities as an Industrial Engineer within the manufacturing sector that rewards hard work and appreciates ability and loyalty. Well versed in reviewing and improving maintenance plans, processes and methods, and making decisions based on trended records through databases and presenting those results to the superiors. Proven capacity to work well under pressure, meet tight deadlines, and execute the effective international safety system, while increasing security awareness, and creating investigative reports.

AREAS OF EXPERTISE

Industrial/Manufacturing Engineering | Process Capability Analysis | Project Planning & Supervision | Six-Sigma & DMAIC Methodologies | Engineering Design | Quality Control & Planning | Machine Operations & Safety Management | Total Productivity Maintenance | Continuous Process Improvement | Problem Resolution | Excellent Communication Skills

PROFESSIONAL EXPERIENCE

MAR 2017 TO AUG 2018

EXECUTIVE SERVICE OPERATIONS / HAIER PAKISTAN PRIVATE LIMITED, LAHORE, PAKISTAN

- Performed duties as Executive Service Operations in Customer Services Department; positioned to control core service network including authorized and direct service centers as well as ensured the parts availability to mitigate the delays.
- Ensured optimum customer satisfaction by delivering effective resolution of complaints; managed all pending complaints swiftly and provided effective resolution by strategizing and aligning all available resources.
- Controlled work performance, monitored work quality, and took-action to resolve problem rapidly.

SEP 2016 TO FEB 2017

MANAGEMENT TRAINEE OFFICER / HAIER PAKISTAN PRIVATE LIMITED, LAHORE, PAKISTAN

- Exercise hands-on approach as a trainer for organizing and leading training programs for cross-functional teams, supervise training and performance management to collaboratively achieve the organizational goals.
- Acquired and utilized acute knowledge of overall company standards, policies, framework and procedures; core production standards and procedures as well as entire system flows regarding the work distribution.
- Conceptualized and initiated internal growth and training plans to achieve a balance between the pressure of performance and providing service based on clients' needs.

Additional Experience: Intern for Millat Tractors Limited, Lahore, Pakistan (Sep 2014)

KEY PROJECTS

PROJECT TITLE: Process Capability Analysis and Improvement of final liner boring operation of engine cylinder head at Millat Tractors Limited

ROLE: Project Head | **DURATION:** 6 Months | **TEAM SIZE:** 04 Members | **LOCATION:** Millat Tractors Lahore, Pakistan

TOOLS USED: Minitab Statistical Software, DMAIC Six Sigma Methodology

- Utilized six-sigma approach and DMAIC methodology to examine and improve the machine capability of boring/ manufacturing process by Minitab statistical software.

EDUCATION

UNIVERSITY OF ENGINEERING & TECHNOLOGY, LAHORE – 2018

Masters of Science in Mechanical Engineering

UNIVERSITY OF MANAGEMENT AND TECHNOLOGY, LAHORE – 2016

Bachelor of Science in Industrial Engineering

Final Year Project: Process Capability Analysis and Improvement of Final Liner Boring Operation of Engine Cylinder Head at Millat Tractors Limited.

TECHNICAL SKILLS

AutoCAD | Creo (3-D Modeling & Designing) | Minitab (Statistical Quality Control, Six Sigma) | TORA (Operations Research) | Arena (Computer Simulation) | Primavera P6 (Project Management) | MS Office

AWARDS/HONORS

Batch Topper (BS Industrial Engineering 2012-2016)

The Dean's Merit Award & Scholarship throughout University Academia.

Teacher's Assistantship (Dept. of Mathematics), University of Management & Technology.

SEMINARS

Seminars on Energy Efficiency and Green Productivity.

Seminar on Stress and Failure Analysis of Mechanical Components.

Seminar on Environmental issues related to Global Warming and Resulting Government Act and Laws.

MEMBERSHIPS

Pakistan Engineering Council (Registered Engineer)

American Society of Mechanical Engineers (Student Member)

CONTACT

Address: House # 239-B-III Johar Town Lahore, Pakistan

+92-333-7491075
muhammadfaisal321@hotmail.com