

Overview

- Accomplished Best customer service with over all **25 years** experience in Machine Tool and Engineering Industries in Safety, CNC Machine installation, Projects on site management, servicing , Training, production support and Spare parts sales for CNC Metal cutting Machines.
- Currently Operating RTS Maintenance Technologies, Handling used machine sales, MQL implementation, service , Training, installation of CNC Machines.
- Expertise in trouble shooting of unsolvable repeated issues, warranty claims, mechanical, electrical, Geometric Machine alignment, Hydraulic and Pneumatic, root cause analysis towards to establish maximum machine availability.
- Proficient in project acceptance, planning, executing flowing up CCAR open list in projects and closing within quality and cost efficient parameters.
- Effective Customer support to support customer's business growth and profitability.
- Adapt in managing and motivating teams that result in meeting deadlines and Target mile stone.

Core Competencies

- After sales service • Machine installation • On site Project Management • spare Parts sales • root cause analysis
- Trouble shooting • corrective action • Training • Safety • Geometric correction • Machine Alignment • Customer service
- Administration • Contract Management • Cost Reduction • Value Addition • Material Planning • Documentation
- Forecasting • Process Improvement.

Professional Experience

MAG IAS India Pvt Limited, Chennai

Oct 2007 to Oct 2017

Customer Service Manager (Regional)

- Team size: 7 Members
- Implementation and following up of safety practices
- Successfully managed all aspects Project Execution.
- Co-ordinate with OEM Project Manager for smooth execution of project as per the Mile stone committed.
- Achieve the service target.
- Enhancing Engineers Skill.
- Building team work
- Installations and servicing of MAG Brand Machines. Like
- Huller Hille- Special Machines,Boerhinger -Crank shaft Milling machines,
- Special turning machines, Power train- HMC, Splinerolling.ect
- Training , Production support management, spare parts sales
- Trouble shooting and root cause analysis
- Corrective action and horizontal deployment.
- Following up CCAR list and close.

Achievements at MAG-IAS INDIA

- In FORD Chennai Engine Plant Complete Machine installation success fully and sign off of DV , Sigma line, and Crank shaft line Turn Key line
- In Renault Nissan automotive India private limited Success full completion on site management and project sign off of K9K project Turnkey line Oragadam

Sr. Service Engineer.

Installation and Servicing of All TYPES OF MAZAK Machines(Except laser)

SAP Technical Marketing and consultancy**May 2004 to Dec 2004****Assistant Manager**

–Installation and Servicing of All Takisawa and Doosan Daewoo Machines.

LML Limited (Scooter mfg Unit)**June 2003 to March 2004****Sr. Engineer CNC Machine shop**

–Taken care of Machine shop maintenance. (CNC Machines Deawoo, TongToi, Mitsubishi ,Mikron,HMT ect)

Reynolds Pens India limited**Sep 1999 to May 2003****Shift Head- Production**

–Taken care of Safety, Quality, Production and Delivery of a Ball point pen tip mfg unit. (MIKRON multi star M/C , Unitec, ect)

Showa Engineering Pvt Limited- (TVS BREAKS India)**July 1991 to sep 1999****Assistant Maintenance Engineer**

–Taken care of Machine shop maintenance. (HMT,STAMA, ACME GRIDLY, GUILDMEISTER, SCHUETTER MULTISPINDELS)

Professional Training Under Gone

Lubrication and Bearings- Advanced Training institute - Chennai

Hydraulic and Pneumatic – NSIC Technical Training center – Chennai

Reynolds Pens– Training for Manufacturing and maintenance of tip producing machines in France,

Yamazaki Mazak- Singapore- Turning centers Servicing Training.

Hueller Hille- NBH Special Machine Training In Germany.

Boehringer - VDF, CB, CM Crank shaft Machines Training in Germany

Ex-ell-o MAG PowerTrain SPECHT HMC Training in Germany.

MAG CORCOM- Rottenburg for spindle service.

Projects**Ford India –Chennai Engine plant (DV , Sigma, Crank Line)**

– Installation, Production Support, CCAR completion and Root cause analysis.

Renault Nissan Automotive India pvt limited (K9K Line)

–On site management, Gantry interface, following up open issues Root cause analyses

Academics

Diploma in Machine Tool Maintenance and Repairs – 3 ½ Years CM Kothari Technological Institute, Chennai , yr-1991

Diploma in Maintenance Management – 6 Months- Annamalai University,yr- 1993

Diploma in Industrial Management- 6 Months -National Institute of Industrial Research and development, Yr- 1996

DIPLOMA IN OFFICE AUTOMATION- 2 Months oriched soft system pvt ltd

SSLC – Avichi High School , yr-1986.

Language – Tamil, English and Hindi

Personal

Date of Birth: 15th May 1971

Marital Status: Married

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