

# MAHESH SHRIVASTAV

Email: [mareshshrivastav77@gmail.com](mailto:mareshshrivastav77@gmail.com)

mobile: +91 98250 50171

## CAREER OBJECTIVE

Seeking a position in your company providing the opportunity to make a strong contribution to organizational goals through continued development of professional skills.

## KEY STRENGTHS & SKILLS

- Nearly 19 year experience in **Middle Management** in Material Handling, Construction & earthmoving equipment industry.
- Hands of exposure in supervising & ensuring the completion of job within the set time frame,
- Self-starter who can work independently and handle multiple priorities and deadlines;
- Enthusiastic, knowledge-hungry, eager to meet challenges and quickly assimilate newest and latest technologies, skills, concepts, and ideas.
- Excellent customer facing skills.

## **SANY HEAVY INDUSTRY (INDIA) PVT. LTD. (Since May 2018 to till date)**

SANY is a **MNC** and **OEM** of concrete machines, like concrete pumps, transit mixers, Boom Pump, Batching plant, etc., earthmoving equipment, like Excavators, motor graders, compactors, pavers etc., and material handling equipment like Cranes, stackers, etc.,

**Designation: Senior Service Manager (Gujarat state)**

**Reporting to: GM Service (India)**

## Key Job Responsibilities

- Solely responsible for after sales service of Sany Construction Equipment for Gujarat
- Technical support to Dealer Service People and Customer
- Responsible for improving customer satisfaction index for the territory
- Responsible for achieving parts sales target and maintaining healthy parts inventory in dealership
- Responsible for submitting up to date documentation for all service arrangements.
- Dealer management and Parts target achievement as per set target.
- Establishing and maintaining relationships with operational contacts within each customer.
- Escalating technical & operational issues to senior management.
- Responsible to provide all technical support as required, Motivating and guiding a team.
- Support to Dealer engineers to arrange external training at customer locations,

## **KION INDIA PVT. LTD. (VOLTAS LIMITED)**

**KION** is a **German MNC**, **OEM** of Forklifts, like Voltas, Linde, Steel, OM, & Warehouse equipments etc.,

**Since June'2015 to May 2018**

**Designation: Service Manager (Gujarat state)**

**Reporting to: GM Service (India)**

### **Key Job Responsibilities**

- Solely responsible for after sales service of KION/Voltas Material Handling Equipment in Gujarat,
- Responsible for submitting up to date documentation for all service arrangements and maintaining the record of scheduled maintenance of each and every machine under warranty,
- Dealer management and Parts target achievement as per set target.
- Seek market feedback, review parts sales performance report, understand parts localization requirements, provide inputs on parts pricing periodically to regional team and feedback on local alternatives available in the market, implement counter action in order to increase parts sales,
- Monitor delivery and performance of site services by technicians, provide support for resolution of issues, monitor parts availability and warranty claims in order to ensure delivery as per standard at the site,
- Maintain billing for parts and service delivered other than parts supply agreement, monitor and collect accounts receivable for all parts and services delivered in the region in order to ensure timely billing and collections,

#### **PUTZMEISTER CONCRETE MACHINES PVT. LTD.**

PUTZMEISTER is a **German MNC, OEM** of concrete machines, like stationery concrete pumps, Truck mounted boom pumps, etc.,  
**Since May'2012 to June 2015**

**Designation: Asst. Service Manager (Gujarat state)**

**Reporting to: Regional Manager (west)**

### **Key Job Responsibilities**

- Solely responsible for after sales service of Putzmeister Construction Equipment,
- Define and communicate customer service standards,
- Direct manpower management and Allocation as per requirement of job.
- Ensure the necessary resources and tools are available for quality customer service delivery,
- Review and track customer complaint resolution,
- Accurately recording service times, invoicing the chargeable Services & Following up on all outstanding issues.
- Responsible to provide all technical support as required, Motivating and guiding a team.

#### **SANY HEAVY INDUSTRY (INDIA) PVT. LTD. (Since Aug. 2006 to May 2012)**

SANY is a **MNC and OEM** of concrete machines, like concrete pumps, transit mixers, Boom Pump, Batching plant, etc., earthmoving equipments, like Excavators, motor graders, compactors, pavers etc., and material handling equipments like Cranes, stackers, etc.,

**Designation: Asst. Service Manager (Gujarat state)**

**Reporting to: Regional Manager (west)**

### **Key Job Responsibilities**

- Solely responsible for after sales service of Sany Construction Equipment for Gujarat
- Independently handling of Concrete pump, Boom pump, Motor Grader, Excavators, Truck mounted cranes, Transit mixers & Piling Rigs,
- To provide after service support to customer regarding malfunction of product due to manufacturing or workmanship error,
- Responsible for improving customer satisfaction index for the territory

### **YELLOW LINE SALES & SERVICES (Auth. Dealer for Escorts Construction Equipments Limited)**

**Since Aug 2002 to Aug 2006    Designation: Service manager**

### **Key Job Responsibilities**

- Warranty analysis of Escorts equipments which were covered under warranty.
- Responsible Preventive and scheduled maintenance of equipments
- Commissioning, trouble shooting, parts listing and failure analysis report.
- Rehabilitations of machines at customer site.
- Marketing parts and payment follow-ups.
- Sending Data for my principle regarding products survival.
- Providing trainings to technicians at customer site on all technical aspects of the machines.

### **Rajiv Associates (Auth. Dealer for Escorts Construction Equipments Limited)**

**Since Aug 1998 to Aug 2002**

**Designation: Service Engineer  
Reporting to: Service Manager**

### **Key Job Responsibilities**

- Preventive and scheduled maintenance of Escorts machinery in whole Gujarat region
- Overhauling and re-commissioning of engines, transmissions, and pumps etc.
- Marketing parts and payment follow-ups.
- Commissioning, trouble shooting, parts listing and failure analysis of various Cranes, Loaders, Compactors, Forklifts, Reach Stackers

### **Having hands on trouble shooting, breakdown and preventive maintenance experience over the following equipments,**

- Sany make Concrete pumps, Boom Pumps, Transit Mixers,
- Sany make Excavators, Motor Graders, Truck Mounted & All terrain cranes,
- Putzmeister make Concrete Pump, Boom Pumps,
- Escorts make Hydraulic Mobile Cranes (Pick N Carry Cranes)
- Escorts make soil compactors & Loaders, Rough Terrain Crane
- Escorts-Fassi (Italy) make articulated boom cranes

- Daewoo make Forklifts & High reach stackers & JLG make aerial work platforms / Boom lift
- Voltas make Forklifts & material/warehouse handling equipment,

## TRAINING PROGRAMMES

- Practical training & class room training at SANY New Delhi & Pune for All models of Sany equipments
- Practical training of 25 days at Escorts factory at Faridabad
- Program on Cranes & Compactor trouble shooting at Training center-Bangalore.
- Engine training at Simpson for S433 engine at Simpson Factory-Chennai.

## EDUCATION QUALIFICATION

### Professional

- **Diploma in Mechanical Engineering**, May 1998, D.N. Polytechnic, Ahmedabad, Gujarat, INDIA.

### Academic

- **Secondary Course**, March 1993, B.S. High School, Ahmedabad, Gujarat, INDIA.

## PROFILE

<b>Date of Birth</b>	:	17 <sup>th</sup> July 1977
<b>Father Name</b>	:	Harinarayan Shrivastav
<b>Marital Status</b>	:	Married
<b>Language Proficiency</b>	:	Gujarati, Hindi, and English
<b>Permanent Address</b>	:	B-204, Sharan II Residency, New C.G. Road, Chandkheda, Ahmedabad - 382424 Gujarat. INDIA
<b>Phone Number</b>	:	+91 98250 50171

## SALARY & BENEFITS

<b>Cost to company</b>	:	11.44 Lacs Per annum
<b>Other Benefits</b>	:	Free Accommodation and Medical Benefit.
<b>Expected Salary</b>	:	25% hike
<b>Joining Time</b>	:	3 months