

Zafar Perwaiz

Maintenance Manager

C O N T A C T D E T A I L S :

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Zakir Nagar,Okhla, New DelhiE-Mail:zafarperwaiz@gmail.com

Mobile: +91-9891860579/9999648954

O B J E C T I V E : -

To work in a challenging and creative field of Electronics Engineering, so that I can put my ability to its best and win laurels for my organization with my sincerity, dedication, efforts and also with the help of my colleagues and seniors.

W O R K I N G E X P E R I E N C E : -

Currently working with **Amazin Automations and Solutions India Pvt.Ltd** as **Maintenance Manager**.

J O B R E S P O N S I B I L I T I E S : -

- Leading a team of 250+ Service Engineers of PAN India & managing 67 cement plants.
- Responsible of direct reporting of 8 Service Area Managers.
- Adequate knowledge and experience in maintenance & management.
- Responsible of installation of new printing machines at plant site.
- Planning and effecting preventive maintenance schedules of various machinery and instrument to increase machine up time/equipment reliability.
- Taking care of AMC and TAT of all plants.
- Maintaining history of equipment damage/downtime.
- Successfully developed and led a top-performing team in operations.
- Arranging spares parts from the vendors. Also take care of all India spare parts inventory and issued to respective plants when needed.
- Improve the operational systems, processes and policies in support of organizations mission specifically, support better management reporting, information flow and management, business process and organizational planning.
- Participating in the recruitment and staff selection process.
- Maintaining a clean, professional and safe working environment in plants.
- Ensure that the day-to-day operations of a business run smoothly.
- Ensure project milestones are met.
- Motivate and Lead Operations Team.
- Manage projects successfully till their completion.
- Delivering regular team communications and organizing monthly meetings.
- Working closely to build and maintain close working relationship with clients.
- Having experience on video jet printing machines i.e; ML4, 2110,2120.
- Having experience on control print and Zanasi printing machines.

Indulge Beverages Pvt.Ltd as **Technical Expert (North & East Region)**

J O B R E S P O N S I B I L I T I E S : -

- Handling customer support phone Calls/Emails.
- Ensure all the calls are closed within TAT.
- Provided Pre-Sales and Post-Sales technical consulting for customers and company sales people.
- Trained Engineers, Technicians and Customers for equipment maintenance and operations.
- Responsible for faster resolution of consumer service related complaints In Delhi NCR and North& East India.
- Provide technical training to promoters/staff at HoReCa channel.
- Preventive maintenance-teach the staff at HoReCa as well as consumers, how to take care of the machines to prevent breakdown.
- Key responsible of providing AMC to the Customers or in HoReCa channels and maintains the document.
- Installed, maintained and repaired the equipment purchased by premium customers.
- Communicated with administration staff for receiving and conveying information to resolve concerns and issues
- Taking care of all India spare parts inventory and issued to respective service centers when needed.
- Coordinate with sales persons & distributors about service feedback and other service related issues.
- Responsible for setup new service centers in North/East region and trained their technicians.
- Coordination with third party service centers and checks their service & other bills.
- Key responsible to solve any critical and escalated complaints.

- Responsible for the replacement/repair of the machines.
- Organized monthly distributors and service centers meetings in order to report performance status.
- Allotted buffer stocks for service replacement to the service Centers and maintain the documents.

Allied Electronics & Magnetics Ltd. as Service Engineer at Okhla Phase 2, New Delhi.

J O B R E S P O N S I B I L I T I E S : -

- Product testing with assistance of development team.
- Handling customer support phone Calls/Emails.
- Installed, maintained and repaired the equipment purchased by the customer.
- Coordinates with distributors, sellers and customers with service related issue.
- Trained Engineers, Technician and Customers for equipment maintenance and operations.
- Organized monthly distributors and service centers meetings in order to report performance status.
- Responsible for setup new service centers, policies and procedures for repair/replacement of the products.
- Allotted buffer stocks for service replacement to the service Centers and maintain the documents.
- Provided Pre-Sales and Post-Sales technical consulting for customers and company sales people
- Communicated with administration staff for receiving and conveying information to resolve concerns and issues.
- Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
- Provided the Remote support & Net meeting support using following software Team Viewer, VNC Server Remote Desktop.
- Installed, maintained and repaired the equipment purchased by the customer.
- Assembling of Electronic Components on PCBs.
- Servicing and repairing of all types of Speaker, Headphone, Keyboard, Mouse, Charger and USB hub.
- Servicing and repairing of all types of wireless Mouse, Keyboard, Speaker and Headphones.
- Identified and resolved circuit, component and equipment failures.

HCL Services as a Service Engineer.

J O B R E S P O N S I B I L I T I E S : -

- Repairing and testing of all type of Mobile Phones and HCL tablets.
- Repairing and testing of HCL laptops and desktop.
- Repairing and testing of UPS and DC power supply.
- Replacement of all Components of Mobile Phones by BGA MACHINE & HOT AIR GUN.
- All BGA profile settings.
- Assembling of Electronic Components on PCBs.

A C A D E M I C Q U A L I F I C A T I O N : -

EXAMINATION	SCHOOL / BOARD	YEAR OF PASSING	PERCENTAGE/ MARKS
10 th	J.M.I	2010	84.42

P R O F E S S I O N A L Q U A L I F I C A T I O N : -

- **B.E in Electronics & Communication Engg. From Jamia Millia Islami with 65% marks in aggregate.**
- **Diploma in Electronics Engineering from Jamia Millia Islami with 75.02% marks in aggregate.**

K E Y S K I L L S : -

- Knowledge of handling customer issues.
- Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
- Efficiently responded to internal and external customer requests via phone, chat and email.
- Outstanding communication skills – To interact both with clients and cross-company workers.
- Ability to identify, replace and explain the proper usage of electronic equipment and systems.
- Effective problem solving abilities – For technical issues.
- Possess in-depth knowledge of schematics, wire diagram and interpretation of technical drawings.

- Team player – Passion for learning/sharing knowledge and troubleshooting.
- Microsoft Outlook, Outlook Express configuration, backup, troubleshooting.
- Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
- Experience in installation of Windows, configuration, Technical troubleshooting, support of server Hardware, operating systems, Microsoft application software and peripherals, Windows 7, Windows 2008 & Windows 10
- Knowledge of repairing & servicing all types of electronics items of UPS and DC power supply.

A C H I E V E M E N T S : -

- Convener, Students' Chapter (IEI), University Polytechnic, JMI
- Class Representative, Subject Association, JMI
- President of Jamia School, JMI.
- Principal of One Day School.
- Made a documentary movie organized by Adobe Youth Voices Program 2007-2008.
- English Access Microscholarship Program (U.S. Embassy, New Delhi).
- NCC "A" Certificate

H O B B I E S : -

- Net surfing and connecting with social networking sites.
- Cooking food.

P E R S O N A L D E T A I L S : -

Father's Name	Mr.Md. Suleman
Date of Birth	01/08/1994
Passport No.	L1136754
Marital Status	Single
Languages Known	English, Hindi and Urdu
Permanent address	Village: Manikpur, P.O+P.S ArariaBairgachhi, Distt. Araria ,Bihar-854311

D E C L E R A T I O N

I hereby declare that all the information stated in this resume is true to the best of my knowledge and belief till date. I also understand that any discrepancy found, in any of the above statement will render me liable for cancellation of candidature/ debarment/ Appointment at any stage.

Date:

(ZafarPerwaiz)

Place: