

# Vajshi Kuchhadiya

- Dubai, United Arab Emirates.

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## Technical Support or Operations

### EXECUTIVE SYNOPSIS

A **performance driven Electronics & Communication Engineer** with 15+ years of rich experience in commanding Service, Maintenance and Team Operations across the UAE and Oman.

**Championed installing, commissioning, inspecting, calibrating, maintaining, troubleshooting, and repairing** a wide variety of commercial kitchen equipment and refrigeration systems in state-of-the-art kitchens. Conducting preventive maintenance, calibration services and rehab of all kitchen equipment to required manufacturers specifications.

**Enterprising leader with solid record of streamlining operations**, leveraging managerial and leadership skills to support and lead the entire team of workshop & operations.

**Expert in driving Continuous Service Improvement programs** and deploying state-of-the-art lean problem-solving methodologies.

### CORE COMPETENCIES

- Installation/Commissioning
- Technical Operations
- Trainer for new machine or product from company
- Operational / Process Excellence
- Troubleshooting Equipment Performance/Issues
- Customer Satisfaction
- Quality Control
- Financial Acumen, Budgeting & Planning
- Team Management

- Leadership

### PROFESSIONAL EXPERIENCE

#### Technical Manager / Team Leader

October 2023 – January 2024

**Al Shirawi Group / Al Shirawi vending solutions, Dubai, UAE.**

*Al Shirawi is one of the largest industrial conglomerates in the Persian Gulf region, spanning the printing, manufacturing, engineering services, trading, transport and logistics, marketing, distribution, contracting, service industries, and education.*

*Joined the organization as the position of Technical Manager/ Team Leader*

#### Designation Chronology:

- October 2023 – January 2024: Technical Manager / Team Leader

#### Responsibilities:

- Responsible for payment devices such as bill validator, coin box, cashless which is from CPI-Crane, creating client profile on Televend, vendon and wallet for some special case customer.
- Update the device on customer premise, such as currency update, software update, etc.
- Managing & Maintaining client data, etc. on Televend and Vendon Cloud base software.
- Taking care of machines, client data, etc. from Televend and Vendon Cloud base software.
- Looking various machine calibration, installation and repair of various machine from Crane brand such as Coti, Cali, Merchant, Bevmax, Sileo 401 & Pro-2
- As a Technical leader daily scheduled technician, trained them, taking daily visit reports and sending daily reports, machine & parts inventory to Operation manager and ordering the parts

### PROFESSIONAL EXPERIENCE

#### Technical Supervisor

June 2019 – September 2023

**M H Al Shaya (Starbucks), Muscat, Oman**

*Alshaya Group is one of the world's leading brand franchise operators, offering an unparalleled choice of international brands to customers. Its portfolio extends across MENA, Russia, Turkey, and Europe, with thousands of stores, cafes, restaurants & leisure destinations., Starbucks is the premier roaster and retailer of finest coffee, has more than 20 retail locations in Oman.*

*Joined the organization as Senior Service Engineer, moved on upward career trajectories, to merit promotion to the position of Technical Supervisor*

**Designation Chronology:**

- June 2019 - Present: Technical Supervisor
- June 2014 - May 2019: Senior Service Engineer

**Accomplishments:**

- Spearheaded and delivered robust engineering, maintenance initiatives/ solutions to enhance productivity and efficiency for range of equipment.
- Nurtured a culture of continuous advancement - process improvement, staff development as well as enhancing operational efficiency.
- Elected as commissioning and de-commissioning specialist for 'ON THE GO' concept for Starbucks.

**Responsibilities:**

- Installing, commissioning, and repairing various kind of manufacturer of food equipment - Pastry case- Viessman, CIAM, etc., Oven- TurboChef, marry chef etc., Freezer & Chiller- Foster, True, Williams Dish washer- Hobart, Whirlpool, and Ice machine- Ice O Matic, Scot man, etc.
- Assisting the Organization and Operation Manager in monthly performance review to identify needed improvements to achieve service targets.
- Managing daily work force flow, establishing schedule for technician team, following with them upon the task completed and taking customer review.
- Ownership of machines performance, performing and documenting the preventative maintenance as per schedule and manufacturer guideline.
- Maintaining accurate inventory on parts and track availability by completing frequent physical counts. Generating reports and scheduling inventory of all tools, equipment, resources to keep operation running without any interruption.
- Promoting products and services directly to on-line customers, incorporating customer touch points and tracking behaviors changes by web metrics.
- Leading a multi-functional team, instilling a high-performance culture in the team with a focus on teamwork, service excellence and ownership for resolving issues.

**Accomplishments and Responsibilities as Senior Service Engineer (June 2014 - May 2019):**

- Ownership for covering the geographical area of UAE, visiting clients, installing, servicing, and repairing a range of Coffee Machines and food equipment's including dishwasher, ice machine, oven, pastry case, freezer, and chiller.
- Led repairs and maintenance initiatives for coffee machines at customer premises or the workshop.
- Maintained, serviced, rebuilt, troubleshoot, and repaired all cooking related equipment and refrigeration as it pertains to the continuous smooth operation of Starbucks.
- Performed effective and efficient services to ensure customer satisfaction and product performance.
- Proactively addressed problems using the appropriate troubleshooting and repair techniques
- Partnered to resolve customer issues and ensure smooth communication between customer service and other departments.
- Ordered and scheduled delivery of repair parts and maintained inventory.

**Senior Service Engineer**

**December 2007 - July 2014**

**Perfetto Trading LLC (Nestle Nespresso)**

**Designation Chronology:**

- July 2010 – April 2014: Technical Supervisor
- December 2007 - July 2010: Senior Service Engineer

**Responsibilities:**

- Managed and developed a team of Service Technicians to deliver top quality customer service.
- Visited clients, managed Predictive, Preventive, and Condition Monitoring / Maintenance programs to ensure Coffee Machines/ equipment and assets are available and reliable.
- Assessed the equipment's performance and repair history and work with engineers to plan a preventative maintenance schedule as well as work on equipment upgrades as appropriate.
- Examined and defined the market for product growth within limited market segments.
- Headed technician team for enhanced technical operations, trained new technicians and customer support executive so that they remained abreast with latest technological advancements and utilized potential of same to respond to distinctive/special needs of the organization.
- Refurbished older machines and managed service delivery excellence.

**Previous Professional Experiences:**

- Dec'05 – Dec'06: Service Engineer, M H Enterprise (Nestle Nespresso)
- Apr'05 – Sep'05: Sales and Service Engineer, Turbo Scale, India
- Dec'04 – Mar'05: Trainee Engineer, Bharat Sanchar Nigam Limited, India

### PROFESSIONAL DEVELOPMENT

- Official Technician of Mastrena II, Thermoplan, June 2022
- Training of FM850 & A200: Operation, technical training of the device, cleaning and troubleshooting, Franke Kaffeemaschinen AG, April 2018
- B2B & B2C Technical Training 2011 AGUILA/ ZENIUS/ LATISSIMA+, Nespresso in cooperation with Thermoplan, UAE Sept 2011
- B2B & B2C Technical Training, Nespresso, Aug 2009
- Attended training, International Technical Convention, Nestle Nespresso at Geneva in 2008. (Switzerland)
- Attended training, technical convention Middle East Region at Beirut in 2009. (Lebanon)
- Basics of Troubleshooting, Customer Care, Introduction to the New Technology for machine and Basics of workshop.

### PERSONAL INFORMATION

- **Nationality:** Indian
- **Date of Birth:** 13<sup>th</sup> November 1981
- **Languages:** English, Hindi, Gujarati
- **Driving License:** 1333925 valid up to 2028 (UAE)
- **Passport No:** M7348527
- **Visa Status:** Residence Visa

## ● References

- **[Pierre Topalian]**  
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