

RAVI PRAKASH

Mechanical Engineer

Address India 700008

Phone +91-9874472255

E-mail prakashravi1717@gmail.com



Insightful leader with experience in setting up Process. Directing and improving operations through motivational strategies and strong policy enforcement. A high energy driven professional with proficiency in Vendor Management, Installation & Operations and its best practices, market trends and regulatory requirements of industry. Talented leader with analytical approach to business planning and day-to-day problem-solving and team building.

Work History

2022-02 -
Current

Manager – Global Installation & Vendor Management

Grey Orange (India) Pvt. Ltd, Kolkata

- Executed installation and commissioning of robotics, storage units, and pick-put stations across multiple locations in North America and Europe.
- Strategized installation planning to align with delivery dates, ensuring on-time project completion.
- Planned and managed manpower budget, optimizing resource utilization and cost efficiency.
- Negotiated with cross-functional teams (CFTs) to ensure timely product delivery at installation sites.
- Identified and developed vendors, enhancing the network for efficient product installation.
- Conducted training sessions for vendors to ensure proficient installation processes.
- Initiated Engineering Change Notices (ECN) for products as needed at installation sites, ensuring compliance with project requirements.
- Successfully delivered projects within specified budget, demonstrating strong cost management and project execution skills.

2021-09 -
2022-02

Regional Manager - Operations

Escon Elevators, Pune

- Managed entire Service Operations for Pune and Upcountry, ensuring smooth functioning and customer satisfaction.
- Met predefined TAT for complaint closure, consistently maintaining a high level of service delivery.
- Conducted thorough analysis of repeat calls by route engineer to identify patterns and address root causes.
- Performed troubleshooting and repair of elevator components, contributing to reduced downtime and increased customer satisfaction.
- Completed safety checks of electrical and mechanical equipment, ensuring adherence to safety protocols and compliance standards.
- Facilitated weekly meetings with route engineers to analyze RCA and implement CAPA, fostering continuous improvement and proactive issue resolution.
- Successfully managed Pune and ROM (Rest of Maharashtra) responsibilities, ensuring seamless service delivery across the region.
- Regularly updated monthly reports and documentation, maintaining accurate records for performance monitoring and decision-making.

2015-01 -
2021-07

Zonal Service Manager

Fenesta Building System, Kolkata

- Responsible for execution in West Bengal, Bihar, Jharkhand, Odisha, North East, Nepal, Bhutan, and Africa.
- Handling entire post-sales operations in East.
- Coordination with sales and dealers for order execution.
- Coordination with factory for dispatch/deliveries
- Installation planning by sub-contractor
- Coordination with quality team for site inspection and clearance
- Project handover within TAT/closure of sites
- Maintaining a Customer Satisfaction Index of >9.5
- Allocation of service/complaints tickets within TAT
- Responsible for maintaining rolling stock for service complaints
- Stock Refurbishment at warehouse
- Appreciations from customers
- Highlights: - Achieved KRA of A+ in 3 consecutive years: 2016, 2017 & 2018
- Administered all East locations including Nepal & Bhutan with Customer Satisfaction Index of 9.5+
- Overall team achievement of Gold and Platinum Badges in 2018-19.
- Managed sites at most challenging location in North-East and Bhutan
- Built 13 exclusive showrooms at Kolkata/Bihar/Jharkhand/Odisha/North East.

2012-09 -
2015-01

Sr. Executive - Training & Development

Thyssenkrupp Elevator (I) Pvt. Ltd., Kolkata

- Oversaw site Technical Training at site, contractor selection process, and project handover process to ensure smooth execution of projects
- Conducted TNA (Training Need Analysis) across all locations to maintain quality knowledge and knowhow in technicians
- Coordinated the installation training and commissioning training at assigned sites
- Managed the preparation and submission of daily and weekly progress reports of installation and service staff.

2011-08 -
2012-09

Engineer-Installation

Omega Elevators Pvt. Ltd., Ahmedabad

- Administered Site Measurements, Contractor selection & handover of projects
- Checked for site readiness before material delivery
- Planned the Unloading of materials
- Managed Installation & Commissioning at allocated sites
- Contractor bills clearance in system
- Updated daily & weekly report.

Important Projects Worked On

- **Walmart, Nashville**
- **Sam's Club, Los Angeles**
- **Ryder, Columbus**
- **GXO-Eddie Bauer, West Jefferson**
- **Stryker, New Jersey**
- **Apotek, Sweden**
- **Tata Centre, Kolkata**
- **Birla Planetarium, Kolkata**
- **ITC – Multiple Projects, Kolkata**
- **British Embassy, Kolkata**
- **ICAR Jhumri Tilaiya, Jharkhand**
- **BSNL Telephone Bhawan, Kolkata**
- **BSNL Calcutta Telephones, Kolkata**
- **Ordinance Factory Board, Kolkata**

Languages

English

Hindi

Bengali

Skills

Verbal and written communication
Complex Problem-Solving
Analytical Thinking
Effective Communication
International Orders Execution
Installation Management
Maintenance Management
Team Training
Budget Management
Contract Management
Project Management
Operations Management

Education

2005-04 - 2007-05	Senior Secondary School: Science Delhi Public School - Dhanbad, India Percentage: 72%
1994-04 - 2005-05	Secondary School Delhi Public School - Dhanbad, India Percentage: 85%
2007-07 - 2011-05	B. Tech.: Mechanical Engineering Rajasthan Technical University - Kota, India Percentage: 66%

Extra Curriculars

- DISCIPLINE CAPTAIN in Delhi Public School, Dhanbad
Apr 2006 - Mar 2007
- STUDENT EDITOR in Delhi Public School, Dhanbad
Apr 2006 - Mar 2007
- Attended seminar on Industrial Development Programme at NIT, Jaipur and secured 2nd rank in JUL 2009
- Special Award for 6 years 100% attendance in school
- Played Chess in Inter College Festival - 2nd Prize