**CURRICULUM VITAE**

**Rakesh Kumar Nirala**

Date of Birth : 07/01/1983

Father’s Name: Sri Jagannath Prasad Roy

Marital Status : Married

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**CAREER OBJECTIVE**

Joining a growth oriented company that values highly productive employees. Seeking an opportunity that leads to better job position.

**EDUCATIONAL QUALIFICATION**

* MBA from National Institute of Management, Maharastra -2007 - 2009.
* Bachelor of Computer Application from Makhanlal Chaturvedi Rashtriya Patrakarita Vishwavidyalaya, Bhopal – 2001 to 2004
* Intermediate from Bihar Intermediate Education Council, Patna – 1998 to 2000
* Secondary School Examination from Bihar School Examination Board, Patna – 1998.

**COMPUTER PROFICIENCY**

* Packages: Microsoft Words, Excel, Power Point, Outlook Express, SAP.
* Hardware: Assembling of computer, Installation of Operating Systems &

Software.

**WORK EXPERIENCE (15 Years)**

**Organisation: ABB Ltd.**

**Designation:** Executive – After sales & service

**Duration:** 12th Dec 2005 to 11 Jan 2008

**Nature of Employment:** Contract Employee

**Key Responsibilities:**

* Handle all customer complaint for product services.
* Deputing service engineer to attend customer complaint for MV, HV Switch gear, Transformer and Relays.
* Register customer complaint in Customer Complaint Resolution Process Tool.
* Arranging spares for customer complaint.
* Preparing service & spare offer.
* Making service invoice & Performa invoice for Spares.

**Organisation: CG Power and Industrial Solutions Limited**

**(Formerly Crompton Greaves Ltd.)**

**Designation:** CommercialExecutive – After Sales & Service

**Nature of Employment:** Contract Employee

**Duration:** 18th August 2008 to 2nd June 2020

**Key Responsibilities:**

1. **Sales Support Coordinator:**

* Handle all customer inquiry for spares and services.
* Prepare complete techno commercial offer as per tender / customer’s inquiry.
* Searching and downloading online tenders at various online tendering portals.
* Send tender document to their relative division for approval of EMD, technical documents and price.
* Preparation and submission online & off line tender for spares, retrofitting, overhauling & repairing of transformers & switchgears. .
* Follow up with customers for quoted tenders & offers to convert in order.
* Attending commercial negotiation meeting with customer to finalise PO.
* Coordinate with various CGPISL internal division for placement of spare internal PO.
* Timely Execution of Orders as per customer requirement.
* Preparation and submission of Proforma Invoice for advance payment.
* Collection of payment, bank guarantee and TDS certificate.
* Provide all MIS reports as per the department’s requirement.

**B) Service Coordinator:**

* Preparation and Submission of service & spare offer to customers for outside warranty job.
* Deputation of service engineer for chargeable services.
* Preparation and Submission of proforma invoices for release of payment.
* Preparation of service invoice in SAP.

**CUSTOMER:**

* PGCIL, NTPC, NHPC, DTL, HVPNL, BBMB & Electricity Board of Northern Region.

**PRODUCT:**

* Industrial & Power Transformer, MV & EHV Switchgear, CVT, Lighting Arrestors, Vacuum Interrupter, Bushing.

**ACHIEVEMENT:**

* Got Appreciation Email from Six Sigma Team for providing timely data for analysis of Six Sigma Product among all India Service Team.
* Got appreciation email from division for finilised PO of 72.5KV bushing at highest price of all time.

Date:

Place: RAKESH KUMAR NIRALA