

# Anil Sharma

Mechanical Engineer

An enthusiastic and ambitious learner who is looking for the new possibilities and opportunities and is respectful to the organization.

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## SUMMARY

- B.E in Mechanical Engineering from Chandigarh University with vast experience in Filo Edtech as supply operations Associate, Maruti Suzuki peaks autopriate limited and wheelocity Skoda India private limited as a intern.
- Responsible for managing customer complaints with respect to maintenance and service of vehicle.
- Ability to absorb the concerned problem at first instance and provide the suitable remedial measure to the problem.
- Ensure the work quality in accordance with the compliance.
- Experience of supervising and testing activities.
- Excellent communication skills with good grasping aptitude of the automobile equipment.

## EDUCATION

### Bachelors in Mechanical Engineering

B.E in Mechanical Engineering from Chandigarh University Mohali Punjab  
CGPA: 7.20  
2017 – 2021

### 12<sup>th</sup> Higher secondary Education

12th from Government higher secondary School Nagrota Jammu in science stream  
Percentage: 74.2%  
2017

### 10th secondary Education

Army public school  
Nagrota Jammu  
CGPA: 8.0

## PROFESSIONAL EXPERIENCE

### Maruti Suzuki Peaks auto private limited

June 2018-July 2018

INTERN- service and supervision

- Keeps equipment available for use by inspecting and testing vehicles; completing preventive maintenance such as, engine tune-ups, oil changes, tire rotation and changes, wheel balancing, replacing filters.
- Maintains vehicle functional condition by listening to operator complaints; conducting inspections; repairing engine failures; repairing mechanical and electrical systems malfunctions; replacing parts and components; repairing body damage.
- Verifies vehicle serviceability by conducting test drives; adjusting controls and systems
- Maintains vehicle appearance by cleaning, washing, and painting.
- Maintains vehicle records by recording service and repairs.

### WHEELOLOCITY SKODA INDIA PRIVATE LIMITED

June 2019-July 2019

INTERN

- Communicates with clients about vehicle problems, insurance questions, and warranty issues
- Maintains positive relationships with clients to ensure repeat and return customers
- Answers customer questions about services, including when to expect vehicle repairs
- Displays extensive knowledge about products and services
- Ensures customer vehicle is finished on time and details for customer services rendered and costs for those services, ensuring satisfaction at every step of interaction
- Uses all methods of customer communication, including online bookings, phone calls, and in-person interactions, to schedule and book appointments, vehicle drop-offs, and vehicle pick-ups.

**Supply operation Associate**

- Reviewing documentation for new tutors onboarding and detecting frauds and conducting research to verify information
- Playing key role in maintaining positive flow between tutors students and organization
- Expertise in onboarding tutors for the application
- Mainly deals with KYC verification and keeping the flow of tutors on application.
- Judging on the basis of existing policies and parameters set and decision making of onboarding.
- Having a strong communication skill to detecting frauds.

**ACHIEVEMENTS:**

- Cleared Indian Airforce common Admission test(AFCAT)
  - Got screening in very first attempt from 3AFSB Gandhinagar.
- Cleared MAT of Indian coast guard(ICG)
  - Reached final stage of PSB held in Noida
  - Ranked 3rd in result
- Training placement program CR of mechanical engineering department
  - Remained for 3 years
- ANSYS simulation workshop

**TECHNICAL SKILLS**

META, MS Excel, Recruiting, Onboarding, AutoCAD, Solid Works, MS Project, Customer satisfaction, after sales service, customer handling, technical support, infrastructure, hardware, technical assistance, service delivery, CNCs, mills, lathes etc.

**CERTIFICATION**

- Certification of training from Maruti Suzuki Peaks auto private limited
- Certification from Udemy on successful completion of fluid mechanics( Beginners to advance)
- Certification from Udemy on successful completion of algebra trigonometry
- Certification from Udemy on successful completion of Astronomy- state of Arts
- NCC "A" certificate from 2<sup>nd</sup> J&K boys battalion
- State disaster relief force (SDRF) volunteering certification
- Northern command Hockey Champion

