
RAJIB CHAKRABORTY



SENIOR SERVICE APPLICATION & MAINTENANCE ENGINEER

After Sales Service & Maintenance Engineer with 12.5 Years' experience in JOSTS & JUNGHEINRICH MATERIAL HANDLING EQUIPMENT, FORKLIFTS, REACH TRUCK, HYDROLIC SYSTEM, ENGINE, NIDO TBC CONVEYOR, INCLINED & BAGGING CONVEYOR, AUTOMATION, CLEANING & PACKAGING MACHINE, CHICAGO PNEUMATIC PORTABLE ENGINE & ROTARY AIR COMPRESSOR & AIR DRYER RELATED PNEUMATIC PRODUCT

Mobile No. : 7980803025/ 8585885913

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Preferred location- Kolkata / Jamshedpur / Siliguri / Bhubaneswar Any Where in EASTERN REGION OR PAN INDIA BASIC

Summary

- **Installation & Commissioning, Maintenance, Spare Parts Sales, Technical expertise in operations Technical issue, Defect analysis / rectification,** optimum utilisation of a range of mechanical machine tools
- **Performing overhauling job like Forklift, Reach Trucks, Hydraulic Stacker, Boom Stacker, Engine, TBC Conveyor system, Scissor lift, Dock levler, Hydraulic power pack, Steering system, Cable wiring , Air Compressor, Air Dryer, Gear box, Hydraulic System, AC& DC Motor, PLC, VFD, HMI, Sensor, Control Panel, Bearing, Brake System, Engine filter , Fuel Pump, Ignition System, Fuel Injector, Engine Head and Different Mechanical parts replacement with appropriate equipment & Proper tools.**
- **Dealer management, Coordinate with Dealer Service, Spare parts Procurement & inventory**
- **Team Management & Manpower Management**
- **Sending monthly report to HO for Spare parts Sales , AMC billing & collection, Preventive Maintenance, Chargeable visit, Commissioning status, Warranty status, etc.**
- **Operating SAP SM System for making spare quotation, customer service maintenance, Payment followup (spare & equipment), Equipment history, Daily report status maintained.**
- **Warranty issue solved discuss with HO Person**
- **Meeting with Dealer & Customer for new product , spare modification, wrong quantity spare dispatch issue, warranty, spare discount offer & payment related issue**
- **Supports customer relationships by maintaining deep product technical knowledge and providing technical advice, technical support, and technical expertise to enable & foster expansion in the market and solve for customer inquiry, problems, and needs.**
- **Evaluate new software products and provide defect and enhancement reports, assist in modifying existing product to improve system performance, Maintain clear and accurate documentations of problem solutions.**
- **Support sales growth in using the company's products/technology to design and execute cost savings initiatives with customers.**
- **Technical/Professional knowledge & skills for creating demand through insight, influencing, planning & organizing, decision making, account planning, active learning, advancing sales discussions, building customer loyalty, building trusting relationships.**

Industrial Experience

❖ NIDO MACHINERIES PVT LTD. KOLKATA

Role & Responsibility: Sr. Service Engineer –Customer Support (March 2021 to Till Now),
Entire eastern region of India (Kolkata, Siliguri, Sikkim, Guwahati, Bhubaneswar, Jamshedpur)

- Attending **AMC, Preventive Maintenance, Overhauling job, Breakdown & Customer Complains.**
- **Installation & Commissioning.**
- Customer Training , Demonstrations Done.
- Root case analysis, fault finding and design feedback to R&D regarding manufacturing or any quality issue for getting optimum performance and better quality of our product.
- Approval of **Warranty issue.**
- To contribute and achieve of assigned **Service Spare Parts, AMC Billing** business target.
- Negotiating with Dealers & tracking **SPARE PARTS REQUIREMENT** Customer wise.

- Handling the activities for sales quotation as well as conforming the sales order with advanced and due payment.
- Resolving any query of customers pertaining to wrong billing, wrong quantities dispatch, maintaining the CUSTOMER RELATIONSHIP.
- Generate Spare parts &Service Business Customer wise in eastern region.
- **Sending Monthly report to HO for Spare parts Sales ,AMC billing& collection, Preventive Maintenance, Chargeable visit,Commissioning status, Warranty visit,etc.**
- Reporting & Supporting to the Manager for developing After Sales Service Business.
- Team Management with 3 service engineers total 7 to 9 technician reporting -Visit planning, Machine b/d analysis,troubleshooting, cause of failure, spare parts requirement, Spare parts & AMC quotation ,Consumable spare item list making.

Performing overhauling job like TBC Conveyor system,Shorter, Hydraulic power pack, Steering system,Cable Wiring, Gear box, Hydraulic System, AC& DC Motor, VFD, HMI, PLC, Sensor, Bearing, Brake System, Engine filters, Fuel Pump, Ignition System, Fuel Injector, Engine Head and different Mechanical parts replacement with appropriate equipment & Proper tools.

Product Handled:

Reach Truck, Forklifts,Order Picker, Hydraulic stracker, Reach Stacker, Engine, Dock leveler, Scissor lift, GOODS LIFT, Pallet Truck, Bagging conveyor, VRC LIFT, Floor Cleaning machine, Packaging Machine, Semi auto pallet Truck, Self loaded Stacker, TBC Conveyor System,Shorter, Inclined & Bagging Conveyor,Cubi Scan, SEPT etc.

❖ JOSTS ENGINEERING COMPANY LTD.

KOLKATA

Role & Responsibility: Service Engineer & Spare Sales –Customer Support MHE

PRODUCT (August 2012 to February 2021), Entire eastern region of India (Kolkata, Siliguri, Sikkim, Guwahati, Bhubaneswar, Jamshedpur)

- Attending **AMC, Preventive Maintenance, Breakdown & Customer Complaints.**
- **Installation & commissioning.**
- Customer Training , Demonstrations Done.
- Root case analysis, fault finding and design feedback to R&D regarding manufacturing or any quality issue for getting optimum performance and better quality of our product.
- Spare parts support and making Quotation.
- Approval of **Warranty issue from HO.**
- To contribute and achieve of assigned **Service Spare Parts, AMC Billing** business target.
- Negotiating with Dealers & tracking **SPARE PARTS REQUIREMENT** Customer wise.
- Maintaining daily report visit data & detail history of all equipment in **SAP SM** systems.
- Handling the activities for sales quotation as well as conforming the sales order with advanced and due payment.
- Resolving any query of customers pertaining to wrong billing, wrong quantities dispatch, maintaining the CUSTOMER RELATIONSHIP.
- Generate Spare parts & Service Business Customer wise in eastern region.
- **Sending monthly report to HO for Spare parts Sales ,AMC billing & collection, Preventive Maintenance, Chargeable visit, Commissioning status, Warranty visit, AMC b/d etc.**
- Team Management total 9 member After Sales Service team.
- Performing overhauling job like Steering system, Cable wiring, Gear box, Motor, Hydraulic System, Bearing, Brake System, Mechanical parts replacement with appropriate equipment & Proper tools.
- Discussion customer problem , technical issue, price negotiation etc with service team.

Highlights:

- • **Successfully achieved 90% of Service Spare Parts & AMC billing business target in 2020-21**
- • Resolved 100% commissioning related issues
- • Ensured compliance of organisation's safety policies and contributed in eliminating & reducing risk involved in tasks such working at height in Scissorlift, compressed the suspension spring in Hydraulic stacker ,working under the vehicle etc.
- • Maximized equipment uptime by 90% suggesting improvements for reporting and completing repairs.
- • Dealer management, Coordinate with Dealer Service, Spare parts Procurement & inventory.
- • **Team Management & Manpower Management**

Product Handled:

Battery operated Platform Truck, Hydraulic stracker, Order Picker, Engine, Dock leveler, Scissor lift, Goods lift, Pallet Truck, Reach Truck, JOSTS Electric & Diesel Forklift, Racking System, PROJECT OF PSTS (Pneumatic sample transfer system) etc. Collaboration with DOOSAN make DIESEL & ELECTRIC Fork Lift Upto 10 ton capacity.

JUNGHEINRICH Make Material Handling Equipment Spare Sales, Commissioning & Preventive Maint etc.

Familiar With: Material Handling Industry

❖ **CHICAGO PNEUMATIC SALES (Dealer-Trinity Tradex Pvt Ltd)**
Behala, Kolkata

Company Profile:

Sales & Service provider of Air Compressor Pneumatic System (**Reciprocating, Screw, and Diesel engine operated Air Compressor**), **Air Dryer** to the entire eastern region.

Role& Responsibility: Service Engineer (Jan, 2009 to August, 2012)

- Attending Breakdown & Customer Complains (**AMC, Warrantee & Chargeable**).
- Pre-Commissioning & commissioning.
- Customer Training & Spare Part Support.
- Co-ordinate with OEM engineer regarding new issue & customer management.
- To contribute and achieve of assigned service business target.

Familiar With: **Chicago Pneumatic Air compressor, Air Dryer& Pneumatic Diagram.**
Trident Pneumatic Desicant & Refregeration Air Dryer

WIRTGEN INDIA PVT LTD
Bangalore

Company Profile:

The WIRTGEN GROUP is an internationally operating group of companies in the construction equipment industry.

Role& Responsibility: Service Engineer (Aug 2006 to January 2007)

- Attending Breakdown & Customer Complains.
- Pre-Commissioning & commissioning.
- Customer Training & Spare Part Support.

Familiar With: **Road Construction Equipment- Small Milling Machine, Compact Milling Machine, Large Milling Machine, ColdRecycler , Soil Stabilizer, Tractor towed Stabilizer Etc.**

Education

➤ **Technical:**

1. **Diploma in Mechanical Engineering** from Purulia Polytechnic Affiliated to West Bengal State Council of Technical Education with 74.4% in 2006
(3 Years Full time)
2. **B.Tech. in Mechanical Engineering** from JRN Rajasthan Vidyapeeth University, Udaipur, Rajasthan, with 65% Grade –B, UGC in 2015

➤ **Academic:**

1. **Higher secondary (10+2)** from West Bengal Council of Higher Secondary Education with 57.7% marks in 2002.
2. **Secondary (10th)** from West Bengal Board of Secondary Education with 63.75% marks in 2000.

Industrial Training

30days(1 Month) Vocational Training (VT) from Indian Iron & Steel Company Limited, Burnpur, Dist. – Burdwan.

❖ **ENSOL MULTICLEAN EQUIPMENTS PVT LTD**
401, Neelkanth, Bhawani Singh Road, Jaipur, Rajasthan

Company Profile:

It's an ISO 9001:2008 certified Tender oriented liquid & solid waste sanitation as well as civic, cleaning equipment manufacturer company, Business in India & abroad also.

Equipment: Garbage Bin, Gully Sucker, Fire Fighter, Nano Jet, Sky Lift, Dumper Placer, etc.

Role& Responsibility: Technical Assistant (Six Month Internship)

- Preparation of Technical Specification of Product
- Preparation of Bill of Material (B.O.M) & Quality Approval Process (Q.A.P).
- Co-ordination with Designer for Drawing & Approval.
- Quality Checking & Preparation of Inspection Report.
- Co-ordination with TPI & Client for Inspection.
- Product Development as per Client requirements (Proto Type).

Computer Literacy

Ms Word, Ms Excel, Power Point, Outlook Express & Internet Explorer. Zoho software, **Whats app communication, SPINE APP APPLICATION Etc.**

Personal Details

Name:	Rajib Chakraborty
Father's Name:	S.P Chakraborty
Permanent Address:	Vill & P.O.:Kodialia, Haranath Bose RD, Dist.: South 24 PGS West Bengal, Pin. - 700146
Date of Birth:	03.03.1983
Nationality:	Indian.
Sex:	Male.
Marital Status	Married
Language Known:	Bengali, Hindi & English.
Contact Number:	7980803025
E-mail id:	rajib_adra07@yahoo.co.in
Current CTC:	5.2 Lakhs
Expected CTC:	Negotiable
Notice Period	1 month

Declaration

If you give me a chance, I assure you that I shall prove myself diligent and honest in the execution of my duties that will be entrusted to me.

Date:

Place: Kolkata

Rajib Chakraborty
Signature

