



# Mr Amar Vinayak Ingale

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## Summary

Experienced and dedicated Senior Service Engineer with a proven track record in the crusher industry. Skilled in leading and managing on-site technical operations, I excel in providing advanced troubleshooting solutions, overseeing installation projects, and delivering exceptional customer service. With a focus on quality assurance and safety compliance, I mentor and train junior engineers to ensure the highest standards of performance. Adept at building strong client relationships and driving continuous improvement initiatives, I am committed to optimizing equipment performance and exceeding customer expectations.

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## Experience

- PROMAN INFRASTRUCTURE SERVICES PVT LTD (BANGLORE)** 02/04/2024 - Present  
Senior Engineer ( Service)

### Responsibilities:-

#### 1. Technical Support and Troubleshooting :-

Provide advanced technical support and guidance to customers and junior engineers. Diagnose and resolve complex issues related to crushing and screening equipment.

#### 2. Installation and Commissioning:-

Oversee the installation and commissioning of new equipment at customer sites. Ensure all machinery is set up correctly and operates efficiently from the start.

#### 3. Maintenance and Repairs:-

Plan and execute regular maintenance schedules to prevent equipment downtime. Perform or supervise repairs and replacements of parts as needed.

#### 4. Training and Development:-

Train customers and junior staff on the proper operation and maintenance of equipment. Develop and update training materials and manuals.

#### 5. Customer Relationship Management:-

Build and maintain strong relationships with customers by providing excellent service. Address customer concerns promptly and effectively to ensure satisfaction.

#### 6. Compliance and Safety:-

Ensure all service activities comply with industry standards and safety regulations. Promote a culture of safety among all team members and customers.

#### 7. Documentation and Reporting:-

Maintain detailed records of all service activities, including maintenance and repair logs. Generate reports on equipment performance and service issues to inform management decisions.

#### 8. Continuous Improvement:-

- Identify areas for improvement in service processes and equipment design. Collaborate with engineering and production teams to implement enhancements.

#### 9. Inventory Management:-

Manage spare parts inventory to ensure availability for timely repairs. Coordinate with suppliers to order necessary parts and materials.

#### 10. Field Service Coordination:-

Coordinate and schedule field service visits, ensuring efficient use of resources. Monitor field service operations to maintain high standards of service delivery.

• **GUJARAT APOLLO INDUSTRIES LIMITED ( AHMEDABAD)**  
Senior engineer ( Service )

01/10/2021 - 26/08/2023

- 1.Overseeing a team of service engineers and technicians, assigning tasks, and ensuring work is completed efficiently and effectively.
- 2.Providing advanced technical support and troubleshooting assistance for complex issues with crushers and related equipment.
- 3.Mentoring junior engineers and technicians, providing guidance, and conducting training sessions to enhance their skills and knowledge.
- 4.Coordinating and managing large-scale installation projects, ensuring timelines are met, and resources are allocated appropriately.
- 5.Building and maintaining strong relationships with clients, addressing their concerns, and ensuring high levels of customer satisfaction.
- 6.Implementing quality control measures to ensure that all maintenance and repair work meets industry standards and manufacturer specifications.
- 7.Identifying opportunities for process improvement, developing new maintenance strategies, and staying updated on technological advancements in the field.
- 8.Enforcing safety protocols and regulations to maintain a safe working environment for all personnel and prevent accidents.
- 9.Leading and managing technical operations on site, ensuring the smooth functioning of equipment and delivering exceptional service to customers.

• **TITAN CRUSHING MACHINERY PVT LTD ( MUMBAI)**  
Senior Engineer ( Service & Project)

01/10/2018 - 20/08/2021

- 1.Project Management Overseeing all aspects of ongoing projects, including planning, scheduling, budgeting, and resource allocation.
2. On-Site Supervision : Being present on-site to supervise project activities, ensure compliance with safety regulations, and address any technical issues or challenges that arise.
3. Team Leadership: Providing guidance and direction to project teams, delegating tasks effectively, and fostering a collaborative working environment.
- 4.Client Communication: Serving as the main point of contact for clients, providing regular updates on project progress, addressing concerns, and ensuring client satisfaction.
- 5.Problem-Solving: Identifying and resolving technical issues or obstacles that may impact project timelines or quality standards.
6. Quality Assurance: Implementing quality control measures to ensure that project deliverables meet the required standards and specifications.
- 7.Documentation: Maintaining accurate project documentation, including reports, drawings, specifications, and change orders.
- 8.Coordination: Collaborating with internal departments, subcontractors, vendors, and other stakeholders to ensure seamless project execution.
- 9.Training and Development: Providing training and mentorship to junior engineers and technicians to enhance their skills and knowledge.
- 10.Continuous Improvement: Identifying opportunities for process improvements, cost savings, and efficiency enhancements within the service and project management workflows.

**Responsibilities:-**

1. Installing and setting up crushers and related equipment according to manufacturer specifications and safety standards.
2. Performing regular maintenance checks, servicing, and repairs to ensure optimal performance and prevent breakdowns.
3. Identifying and diagnosing technical issues with crushers, conveyor systems, and other machinery, and implementing solutions promptly.
4. Providing training to operators and maintenance staff on proper operation, maintenance procedures, and safety protocols.
5. Offering technical support and assistance to customers, addressing their concerns, and ensuring customer satisfaction.
6. Maintaining accurate records of maintenance activities, repairs, parts inventory, and service reports.
7. Adhering to safety regulations and guidelines to prevent accidents and ensure a safe working environment for all personnel.

**Responsibilities:-**

1. Inspection and Maintenance: Conducting regular inspections of the crusher plant equipment, including crushers, screens, conveyors, and associated components, to identify any signs of wear, damage, or malfunction.
2. Preventive Maintenance: Developing and implementing preventive maintenance schedules and procedures to ensure the efficient operation of the crusher plant and minimize downtime.
3. Repair and Troubleshooting: Performing repairs, adjustments, and troubleshooting tasks on equipment as needed, either independently or by coordinating with maintenance technicians and external service providers.
4. Parts Management: Monitoring inventory levels of spare parts and consumables, identifying required replacements, and ensuring timely procurement to minimize equipment downtime.
5. Safety Compliance: Ensuring compliance with safety regulations and protocols, conducting safety inspections, and addressing any safety hazards or concerns to maintain a safe working environment for all personnel.
6. Documentation: Maintaining accurate records of maintenance activities, including work orders, equipment history, inspection reports, and maintenance logs.
7. Training and Support: Providing training and support to plant operators and maintenance personnel on equipment operation, maintenance procedures, and safety protocols.
8. Continuous Improvement: Identifying opportunities for process optimization, equipment upgrades, and efficiency improvements to enhance the performance and reliability of the crusher plant.
9. Emergency Response: Responding promptly to equipment breakdowns or emergencies, coordinating with relevant stakeholders to resolve issues efficiently and minimize production disruptions.

- **Amravati Board, Maharashtra** Since 2004 To 2005  
S.S.C  
B Grade
- **Karmveer Bhaurao Patil College of Engineering ( Satara)** Since 2006 to 2009  
Diploma in Mechanical engineering  
A Grade
- **Vikrant Institute of technology & Manegement ( VITM Gwalior)** Since 2011 to 2015  
Batchlour of technology  
A Grade
- **College De Paris ( From Carrier era ) France** Since 2021 To 2023  
Post Graduation Programming in Data Science ( AI & ML )  
A+

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### Skills

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- Technical Support • Communication Skills • Problem Solving • Customer Service • Installation • Maintenance
- Team Leadership • Technical Troubleshooting • Customer Relations • Quality Assurance • Safety Compliance

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### Projects

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- **Belt oil Skimmer**

The objective of this project is to design and conduct efficiency studies of belt type oil skimmer by using various materialized belts. The belts absorb the oil from water which can be scooped out and collect into a vessel by providing piping arrangements. The collected oil can be reused for many purposes.

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### Interests

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- Reading books, Cricket, Vollyball, Participating in social activities, Surfing through internet

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### Activities

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- Farming activities • Watching Documentaries and Sports over the weekend

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### Languages

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- Marathi, Hindi and English

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### Personal Details

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- Date of Birth : 12/01/1989
- Marital Status : Single
- Nationality : Indian
- Gender : Male
- Place : Amravati Maharastra



MR AMAR VINAYAK INGALE