

Sitaram Bharat Shinde

Mob –7030918247

Career Overview.

Senior technical support executive with 8 Yrs. 10 Months of experience in weighing/electronic appliances industry. Solid understanding of field service operation and the matrices used to determine the success. Experienced professional with strong leadership and relationship building skills. Highly rated in customer satisfaction surveys. Extensive knowledge regarding service and repair of weighing machine.

Professional Experience

Jr. Technical Support Executive.

(Nov 2012 to Nov 2014 –E G Kantawalla Pvt Ltd)

- Handle responsibilities of determining, troubleshooting resolving technical issues at customer site.
- Responsible for testing whether the product meets the functional specification and provide recommendations if required.
- Played an active role as technical representatives by explaining product features in any annual product fair.
- Handle the responsibilities of providing the support in installing and commissioning the product on site.

Sr. Technical Support Executive.

(Dec 2014 to Till Date – E G Kantawalla Pvt Ltd)

- Responsible for handling and providing complete support to customers in issue resolution and risk management during product installation and commissioning
- Handle the task of providing end to end technical solutions by coordinating with development and technical staff.
- Perform responsibilities of providing first-line product support as well as provide solutions in malfunctioning equipment.
- Responsible for designing products and in solving maintenance issues
- Handle the task of installing, commissioning, restoring and modifying equipment.
- Handle the task of installing, commissioning, restoring and modifying equipment.
- Achieve the monthly target after sale through service charges, annual maintenance contract and spare.
- Developed and improved preventive maintenance procedures.
- Provide direction and technical leadership.
- Ability to manage and deliver multiple project phases at the same time, and being able to manage ongoing operational issues along with longer term strategic work .

Educational Profile

Educational Qualification	Year	University/Board	Percentage
B.E (Electronic and Tele-communication)	2012	Dr. B A M U Aurangabad	64.46
HSC	2008	Pune Board	61.67
SSC	2006	Pune Board	71.73

Certification:

- Industrial automation training held at COEP, Pune.

Skills:

- Ability to instil customer satisfaction that is recognizable and valuable to the customer
- Excellent communication skills and professional appearance and customer services skills
- Excellent technical skills and ability to interface with users at all levels
- Strong ability to multi-task and prioritize work
- Excellent technical skills and the ability to interface with users at all levels
- Highly effective teamwork and communication skills: directed at focusing and motivating the teams to success with a demonstrated ability to work with resources
- In depth knowledge of building services with the ability to fault find and resolve problems
- Classroom training to other Field Service Engineers on basic system level troubleshooting
- Ability to quickly transport from location to location (i.e., air, car, etc.)

Personal Information :

Date of Birth : 27/05/1990
 Name : Sitaram Bharat Shinde
 Gender : Male
 Marital Status : Married
 Languages Known : English, Marathi and Hindi.
 Nationality : Indian
 Present Address : I-203, Ganga Vatika Apartment, Lonikand , Pune - 412216.
 Contact No : 9766875991 / 7030918247

Declaration:

I hereby declare that the above information is true and correct according to the best of my knowledge.

Date:

Sitaram B. Shinde