

Resume: Prashant Taware

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Professional Summary:

- Hold 06 years of work experience in areas of customer service, service delivery, project management, contingency planning, project coordinator, technical support, and maintenance engineer.

Overview of work experience:

- Worked with Joulestowatts business solutions Pvt Ltd collaborated with MeritTrac services Pvt Ltd (Manipal global education) as Senior Executive in delivery and operations, handling process mapping and project execution. Which include supporting customer like University of Mumbai.
- Worked with MeritTrac services Pvt Ltd as an Executive in delivery and operations.
- Worked with S.M.S.N.N. Sahakari sakhar karkhana Ltd as Trainee Engineer, include Material handling, Quality assurance, Fabrication, Plant Maintenance.
- Worked with John Deere Services Pvt Ltd as Technical Trainee in Maintenance section, perform routine maintenance of plant equipment and machinery, analyze breakdowns, diagnose faults, troubleshoot problems and make repair as needed.

Achievements:

Joulestowatts business solutions Pvt. Ltd (Manipal Global Education)

- Received MaGEX award (Manipal Global Excellence award) for excellence in service delivery and Operations.

Education Qualification:

- Passed Diploma in Cad/Cam from Maharashtra Technical and Self Employment Training Society (MTSTS) with, 82% in 2015.
- Passed Bachelor of Engineering in Mechanical from SNJB's college of engineering (Pune University) with, 64.66% in 2014.
- Passed Diploma in Mechanical Engineering Examination conducted by M.S.B.T.E through Indira Gandhi Polytechnic with 68.44% in 2009.
- Passed Higher Secondary Certificate Examination conducted by Bombay Board through Chetana College with 53% in 2005.
- Passed Secondary School Certificate Examination conducted by Bombay Board through Samarth Vidyalaya High School with 62.40% in 2003.

Certification:

- The certificate of participation for Eloquence competition at State Level.
- The certificate of participation in workshop conducted by EI System and IIT Bombay, on the topic of Automobile Mechanics and I.C Engine design.

- The certificate of participation for National Level Webinar on Excel basic learning.

Cad-Cam Software:

- AutoCAD, Catia, Pro-e, UGNX, Delcam

Soft Skills:

- MS office – MS Excel, MS Word, MS PowerPoint

Work Experience:

1. Joulestowatts business solutions Pvt. Ltd. – Senior Executive (From November 2017 – July 2020)

As Operations and Management– Projects

- Gather timeline of all activities and plan out the project plan and schedule.
- Estimate each activity duration and resource requirements.
- Handling multiple assignments simultaneously.
- Co-ordinate with subject matter experts, Technical team, Quality analysis team and ensure to meet the timelines/Schedule of the project.
- Co-ordinate for process transformation and automation.
- Supported education organization for digitalization of their system which include university of Mumbai.
- Identify areas for improvement in service delivery (cost / data quality / productivity / customer requirements) based on customer feedback /proactive analysis of operational efficiency /effectiveness.
- Assembling the Data from the clients.
- Manage the team's workloads and make changes as required.
- Coordinate project plans and activities of projects and other deliverables.
- Manage requests and timelines received from AM/Client Service.
- Implement/improve production processes to ensure quality product.
- Provide support to quality team for FMEA, to find the root cause of the errors and provide possible solution and automations.
- Maintain and Managing data /Trackers for multiple and repeatable use.

2. MeritTrac Services Pvt. Ltd (Manipal Global Education)- Executive (From May 2017 - November 2017)

- Tracking and escalation of customer issues by coordinating with helpdesk team.
- Establish standardization and continual improvements.
- Review and formulate action plans for the challenges and obstacles.
- Prepare weekly, monthly, and quarterly status reports to each client whereby each client receives a bespoke service.

**3. S.M.S.N.N. Sahakari Sakahar Karkhana Ltd – Trainee Engineer
(From July 2015 - May 2016)**

- Monitor the plant while running and check and replace the damaged components during shut down of the factory.
- RCA, FMEA, mechanical availability of rotary equipment for trouble-free operations of the refinery.
- Conditional monitoring that includes vibration, conveyor, heat exchanger, lubricant oil of rotary equipment, water level of boiler tanks.
- Fabrication of damage mechanical equipment include cutting, welding, punching, folding, machining used to shape, cut, or mold raw metal material into a final product.

**4. JOHN DEERE Services India Pvt. Ltd. – Technical Trainee
(March 2010 - March 2012)**

- Ensuring compliance with health and safety legislation.
- Preventing maintenance planning and scheduling.
- Inspecting equipment and conducting routine maintenance.
- Servicing and replacing old or faulty equipment.
- Scheduling and overseeing day to day routine check list reports of machinery.
- Analyze breakdowns, diagnose faults for smooth running of production line.
- Filling day to day temperature measurement reports.
- Result interpretation and report preparation.
- Troubleshooting and problem solving in a complex environment.
- Writing work receipts, filing documents and organizing paperwork.