



Flat No-4E
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Adarsh Nair

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Profession preferred in After Sales/Service & Product Support Functions of Mining/ Construction Equipments/Heavy Machineries/Off-Road Machineries/Commercial Vehicles.

Job Domain

- **17 plus Yrs Experienced Mechanical Engineer in Mining/Construction/Heavy Machineries Service cum Parts business**
- **Hands-on Experience in Back-Hoe Loader, Crawler Excavator, Wheel Loader and Compactors brands like JCB, Hyundai, Kobelco**
- **Experience in Technical Solution & Trouble Shooting, Service Co-ordination & Dealer Management, Spare Parts retailing and stocking, Warranty Administration, Training, Service Bulletins, Planning, Budgeting, Network Expansion, Auditing and MIS etc.**

Professional Details:

1) JCB India Ltd, Cochin, Kerala (Since 2016-Sep onwards)

Products: Hydraulic Excavators, Compactors, Wheel Loaders, Back Hoe Loaders, Telescopic Handlers, Skidsteer Loaders etc)

(Models 3 Tons to 38 Track Excavators, Up to 6 CubM Wheel Loaders and Vibratory Compactors)

Designation: - Parts & Service Manager-South Zone-(For Kerala Area, 02 Dealers, 25 Branches, 3 Direct reportees, 250 Dealer Service Engineers, 40 Parts Engineers)

- Customer complaint and Technical solution for Field problems
- Spare parts sales Targets and PO registering (Annual Parts Business worth 20 Crores)
- Planning for Minimum 30 days working stock, 5 Times stock rotation target
- Improve service revenue. Network Expansion
- Warranty decisions and Claim preparation Quality.
- Monitor new and established product performance & reporting.
- Dealer Training
- Service camps and check-up camps
- Statutory Audits & Dealer Audits.

Key Achievements

- Best Heavyline Dealer-Popular Heavy Machineries in 2019 (All India topper in Service)
- 42 FMC Contracts, 72% AMC contracts
- Best New Innovation Award in Half year Business Review- 2019 For successfully accomplished Two Workshops for Kadoor Agencies in Northern Kerala

2) Hyundai Construction Equipment India Pvt Ltd, Chandigarh area, India (Since Oct-2013 To Dec'15 and thereafter Regional Parts Manager-West Zone- Annual Parts Business worth INR 30 crores)

Products: Hydraulic Excavators up to 32 Tonnage- (Models R80, R140, R210, R220, R320)

Designation: - Area Service Manager (For 4 States-Two Dealers, 14 Branches, 60 Plus Service Engineers)-Punjab, Haryana, Himachal Pradesh and Jammu-Kashmir

Key Achievements & Learnings

- Brought up Chandigarh Dealer to 74% from 52% in Overall Service & Parts Achievement Audit Within 1Yr time- (Base:- Dealer Annual Audit done by Hyundai-Sep'14)
- Special mention and appreciation by Hyundai India MD in Customers Meet in Srinagar- May-2014 on dedicated Service and Customer Relationship Management

3) Kobelco Construction Equipment (I) Pvt Ltd , Noida, Uttar Pradesh, India. (Dec-2008 to Sep-2013:- 4Yrs and 10 Months)

Products: Hydraulic Excavators up to 48 Tonnage- (Models- SK140, SK210, SK350 & SK480)

Designation: - Back End Support Manager and Warranty Administrator

Job profile:

- Warranty Administration and back to back claiming to Japan and Thailand
- Service Bulletins and TSIs, MIS, Dealer Audits, FMC & AMC, Whistle Blowing against Field failure
- Dealer Service Policy drafting implementation and Training
- In House-Workshop Development and Support

Key Achievements and Learning

- Started working with the company almost since inception, learned and assimilate Policy drafting, System implementing, New Dealerships, Service Management initiatives etc
- In-house Workshop development for warranty support purpose
- Promoted to Deputy Manager from Asst.Manager in May-2011.

4) India Techs Ltd, Cochin, Kerala, India- (April 2004 to Nov-2008:- 4.5Yrs)

(One of the top dealers of JCB India Ltd) Products handled (3D, 3DX, JS75 & JS200)

Designation: Field Service Engineer –Cochin Branch (Back-hoe Loaders and Excavators)

Job profile:

- Installation of new machines @ Field
- Repair of breakdown machines with Customer Satisfaction and Technical Procedures.
- Expand M\cs under Annual Maintenance Contract (AMC).
- Target oriented spare parts sales through service activities.
- Sales Support by Describe about various products and services of the company.
- Conduct trainings on new products and technical matters for operators and customers.

Key Achievements and Learning

- Hands on experience in Heavy duty Hydraulics machineries.
- Started career as Trainee Service Engineer and left the company as Branch In-charge

Trainings Attended:

- Basic, Engine, Gear box, Axles, Steering, Motors, Electrical and Hydraulics Training-JCB India Ltd
- Training on advanced technologies like Vehicle Tracking Systems(VTS), EGR, Direct Injection, Catelic Converter, ECU, Mechatroic Controller etc conducted by their manufacturers.
- Advanced Technologies in Fuel System- Bosh-Bharat Petroleum-2009
- Hino Corp.(Japan) Engine Advanced Training & Kawasaki Corp. Hydraulics Training in 2008-'13
- Various Service & Technical Trainings conducted by Kobelco, Hyundai & JCB from 2008 onwards.

<u>Educational Qualification</u>					
Srl No	Course	Period	Duration	Institution	% of Mark Obtained
1	BE-Mechanical Engineering	2018-2021	3 Yrs Part Time	National Institute of Business Management & Technology-Delhi	68%
2	Diploma in Automobile Engineering	2001-2004	3 Yrs Full Time Course	Govt. Polytechnic College Attingal, Kerala, India	60%
3	Higher Secondary and Matriculation	1999-2001	2 & 10 Yrs Respectively	Govt. Higher Secondary School Mithirmala, Kerala, India	62& 86% Respectively

Computer Proficiency:

Working experience in SAP

Personal details:

Permanent Residential Place : Trivandrum, Kerala, India
Date of Birth : 19-May-1984 (37Yrs)
Marital Status : Married
Languages known : English, Hindi, Tamil and Malayalam

Years of Experience - 17 Yrs 6 Months

Notice Period Required - 02Month (Negotiable)

Thanking you

Adarsh Nair

Date: 25-Nov-2021

Place: Cochin, India