

KISHOR S. PARDESHI

E-mail: kishor9850507902@gmail.com

Mob: 9850507902

Seeking Assignments in Customer Support & Service/Dispatch & Logistics/Commercial

SYNOPSIS

- ❑ A technocrat with over 20+ years of experience in Customer Support & Services, Handling Customer Complaints, Service Support, Critical Sites. **Service Head –Spare Parts, Customer Support & Service.**
- ❑ **Internal Auditor ISO 9001:2015** Quality Management System. (April 2016)

AREAS OF EXPERTISE

- ❑ Significant expertise in handling the customer complaints as well as to resolve on site issues (Critical Sites)
- ❑ After Sales Service Support Pan India basis & Southeast Asia Export Customers.
- ❑ Demonstrated communication and relationship management skills with the ability to lead and work in cross-functional teams in a cross-cultural environment.
- ❑ Knowledge of Special Gauges, Calibration, Measuring Equipment's & Multigauge, Auto gauging Systems.
- ❑ Handling SAP System (SD Module), Process owner for Order booking, Invoicing & Dispatch, Logistics.

■ ORGANIZATIONAL DETAILS

- **Manager-Service Head (Service & Spare Parts Department) – May 2021 -At Present.**
Hassia Packaging Pvt. Ltd. Sanaswadi, Pune.

Hassia offers complete packaging solutions for a wide variety of industrial and consumer requirements. Hassia India has a respected name in the complex and highly competitive realm of packaging machinery. Focusing on the rapidly expanding Asian and African market, Hassia India has an installed base of more than 1146 machines in over 38 countries.

As ROVEMA's Indian subsidiary, Hassia India has a strong presence throughout Asian and African continents.

Key result areas In Hassia Packaging Pvt. Ltd. Sanaswadi, Pune.

- Taking care of Service Support activities for Pan India basis & Exports.
- Effectively handling Customer Complaints (Critical Sites).
- Scheduling Service Engineers I&C, Courtesy, Paid Visits, timely Management System in Dept.
- Taking care of all inside service activities & Customer Satisfaction.

- **Deputy Manager (HOD) -Customer Support & Service - December 2012 – March 2021 (8.4 year's)**
M/s Baker Gauges India Pvt. Ltd. (BMI Division) Viman Nagar, Pune.

- **Since January 2018 additional responsibility of commercial department, Includes Dispatch & Logistics.**

The Company: BGIPL is leading manufacturer of Multigauging Systems, Various type of checking Fixtures, Air Gauges, Air Electronic Gauges, APG/ ARG & their masters, Standard products like various type of Dial Gauges, Bore Gauges, Digital Calipers and Digital Height Gauges etc. for automotive industries & transmission system for light, medium & heavy vehicles. Presently supplying to reputed automotive manufactures in India & abroad.

Key result areas In Baker Gauges (I) Pvt. Ltd BMI Division, Pune. HOD- CSS Department.

- Overall, in charge of the CSS dept for this has the administrative Authority of the Dept.
- Responsible for effective implementation of Quality Management System in Dept.
- Responsible for providing Service like- warranty & post warranty service of products.
- Training & monitoring of service Engineers (All Branches)
- Co-ordinate with internal Departments, on Customer supplied products & deliveries.
- To monitor & resolved Customer complaints & updating Rejection data.

Key result areas In Baker Gauges (I) Pvt. Ltd BMI Division, Pune HOD- Commercial Department.

- Overall, in charge of the Commercial/Dispatch dept for this has the administrative Authority of the Dept.
- Responsible for effective implementation of Order Booking in SAP System.
- Responsible for daily Invoice & dispatches, Logistics & coordination of customer deliveries.

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▪ **Works Manager -Shopfloor In charge - September 2004 – November 2012 (8.2 year's)**

M/s Apollo Precision Gauging Systems Pune.

Key result areas in Apollo Precision Gauging Systems Pune.

- Preparing production plan for new projects.
- Project Procurement as per product & customer order/requirement.
- Design validation & approval for Final Gauging & Fixtures/Special Gauges.
- Supplier Development & costing for new product, Gauges/ fixtures.
- Maintaining the relevant documents IS standards, QA.
- Authority & responsibility of Calibration (in-house / outside) of all instruments & gauges in plant.
- Responsible for new enquires & achievement sales Target.
- New customer development & introduce product.
- Idea's implementation related to gauges & fixtures.
- Support to IQA for achieving internal & external rejection PPM Target & Reduce customer complaints.
- Conduct in-house training programs for various subjects including a) Selection & handling of measuring instrument b) In-house calibration of gauges etc.
- Support to warranty department for root cause analysis.
- Conducted 'Internal Quality Audit' (IQA), to ensure its implementation & NCs raised in IQA are closed.

Previous Employer

- Jagdamba Autocomponants Ltd, Pune. – QA Engineer May 2004 - August 2004 (4 months)
- Kwalty Precision Gauges, Pune- Production Engineer since June 2001 - April 2004 (2.10year's)

ACADEMIA

- **PGDM in Operations Management (June 2021 appeared) MIT-School of Distance Education. Alandi, Pune.**
- Diploma in Production Technology -May 2001 from Sinhgad Technical Institute, Pune- 411 041
- H.S.C. Science at Mahatma Gandhi Vidhyalaya, Urali Kanchan, Tal-Haveli, Dist-Pune 412 202

SOFTWARE EXPOSURE

- Completed MS-office (Excel, word, PPT)
- Auto Cad 2000/2014
- Language C-Programming.
- SAP (SD Module)

PERSONAL DETAILS

- Name : Kishor Shantaram Pardeshi
- Permanent Address : Sy. No. 8/2, Yashawant Nagar, Kharadi Road, Chandan Nagar,
Tal-Haveli, Dist.-Pune (Maharashtra) Pin-411 014
- Marital Status : Married
- Date of Birth : 17th May 1980
- Current CTC : 9.50L PA

Kishor S. Pardeshi