

RESUME

VIJAY KUMAR

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Objective:

I believe professionalism is a core of every organization. Looking forward to be an integral part of a growing team of the professionals and give the world a better tomorrow. An ardent believer of hard work and team work environment.

Total Experience: - 6 Years 10months.

Achievements and awards :-

- **Achieved Gold Performer Award in KENT RO SYSTEMS LTD-.**

Work Experience:-

Current Employee:- Blue Star Ltd.

Designation- senior excutive-service

Location - Patna

Duration- 08 March 2018 to Till Now

Job Responsibilities: -

- Responsible for all Escalations of Service Frenchie's & Distributors.
- Monitoring & Achieved Their Sales Target of Spares Part & Devices.
- Lead a team of Asp Technician & Coordinator.
- Interacted with 30 Service Partners in entire Bihar & Jharkhand.
- Daily Reporting to RM (Complete feedback of SF/SSD).
- Responsible for Handle Market issue (Compile and share to HO).
- Responsible for Service TAT & High Level Satisfaction at Customer end.
- Reporting & provide important Feedback Related to service quality to the corporate

Company Name- Kent RO Systems Ltd.

Designation- Executive

Location- Patna (Bihar).

Duration- 21 March 2016 to 07 March 2018.

Job Responsibilities: -

- Responsible for all Escalations of Service Frenchie's & Distributors.
- Monitoring & Achieved Their Sales Target of Spares Parts.
- Lead a team of Asp Technician & Coordinator.
- Interacted with 68 Service Partners in entire Bihar.
- Daily Reporting to SM (Complete feedback of SF/SSD).
- Responsible for Handle Market issue (Compile and share to HO).
- Responsible for Service TAT & High Level Satisfaction at Customer end.
- Reporting & provide important Feedback Related to service quality to the corporate

Worked In :-

Company Name- LUMINOUS POWER TECHNOLOGY PVT LTD.

Designation- Executive

Location- Patna (Bihar).

Duration- 2nd May 2014 to 20 Mar. 2016:-

- Weekly Parts planning for smooth operations and Spares Stock maintain in ASC for better Customer Support & Minimize the Channel Escalation.
- Market visit and meeting with Distributor/ Dealer/ Key Retailer & sales team for proper co-ordination & support.
- Handling all type of Customer quires & service related escalated cases.
- Reporting & provide important Feedback Related to service quality to the corporate.
- Supervision & maintain the Service Center TAT for better Customer support.

Company Name: - TATA SKY LTD.

Designation - coordinator

Location - Patna(Bihar)

Duration - 1Apr. 2012. To 30 Apr.2014.

JOB RESPONSIBILITY: -

- Technical (S/W &H/W) and system support for all ASCs.
- Handling escalation case and giving customer support.
- Visited all the locations for audits, technical guidance, and advice about the areas where correctiveness required as per Company requirement.
- Weekly parts planning for smooth operations and Spares Stock maintain in ASC for better Support.
- Meeting with Distributor/ Dealer & sales team for proper co-ordination & support.
- Supervision & maintain the Service Center TAT for better Customer support.

Educational Qualification:

- B.A.(hons.) from Magadh University, Bodh Gaya in 2010 with 2nd Class.
- Intermediate from Bihar Intermediate Council, Patna in 2007 with 2nd Class.
- Matriculation from Bihar School Examination Board, Patna in 2005 with 1nd Class.

Computer Qualification: DCA from Prabhat Computer Centre in Patna.

Technical Education: ITI(Electrical) From Patna industrial Training Institute Patna.

Personal Details:

Father's Name : Surendra prasad

Nationality : Indian

Sex : Male

Marital Status : Married

Date Of Birth : 05/08/1990

Languages : Hindi, English.

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