

**DINESHKUMAR SHEKAR**

KINGDOM OF BAHRAIN

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**CAREER OBJECTIVE**

To be part of a winning team in a progressive organization this provides good challenges ahead in the path for growth.

**PROFESSIONAL PROFILE**

12 Years 5 months of Experience in the field of Quality Control, advanced technical trouble shooting, customer care administration, Inventory controller, CustomerService supervision and Department Manager in consumer electronics& Food Service Equipment and beauty care division.

**KEY STRENGTHS**

* Strong analytical skills driven by inquisitive nature for root cause analysis
* Good command in preparation of quality control bulletins and service documents
* Pleasant personality, hardworking, and dedicated to customer satisfaction.
* Strong communication skills, both written and verbal.
* Recognized for analytical and result oriented approach.
* Team management Skills/Coordination skills and time management skills
* Ability to understand the need of the customer.
* ERP system knowledge and usage.
* Knowledge of troubleshooting and repairing any electronics products.

**PROFESSIONAL EXPERIENCE**

**BAHRAIN GAS WLL** **SEPTEMBER 2017 –PRESENT**

Service Department Manager – (Home Appliances / TV / AC / Food Service Equipment’s)

Key Brands: Siemens, Daewoo,Vestal, Electrolux, Zanussi, Kelivinator, Ferre, Campomatic, Anets,

Liebherr, Berjaya,La cimbali, Renzacci,etc.…

Kingdom of Bahrain

**JOB DESCRIPTION:**

* Completely responsible for the customer support management for Bahrain Gas products range across Bahrain.
* Directly handling a team of 10 includes Service Supervisor, After Sales Support officer, Service Coordinator, call center and 7 direct technicians.
* Responsibilities include service deliverables and revenue generation vides service business.
* Monitoring pending jobs of deliveries / installation and repair on day today activities.
* Preparing the weekly sales,Technician evaluation report to Management.
* Directly reporting to General Manager.
* Direct Contact point with each manufacturer/Supplier for recommended Spare parts and any technical clarification.
* Monitoring the happy calls report on monthly basis.
* Solely responsible for the profitability of customer service division.
* Solely responsible for AMC and Extended Warranty Policy processing along with the pricing.
* Spare parts ordering with supplier/local within the budget provided.
* Initialing the annual Budget for Service Department to the management.
* Audit of spare parts inventory and preparing the detailed reports to the management.

**NAZIH SERVICE CENTER - (Regional Center)**  **MARCH 2016 –SEPTEMBER 2017**

Service Operations –In charge

Key Brands: GHD, PARLUX, MALLETE, SORISA, HOMEBEAUTY, ROSSetc...

**UAE** and other **GCC** countries.

**JOB DESCRIPTION:**

* Assess QA performance – Retrieve and analyze QA information to identify root causes of performance gaps and other product quality problems.
* Direct Supervisor for 11Technicians in a team handling.
* Ensuring the revenue and gross profitability of the Workshop & Spares division.
* Across the geography experience in handling products for leading brands like

GHD and ROSS. Practicing novel &proven methods of effective man management.

 Actively involved in day-to-day affairs of customer support activities of full range of

Consumer durables.

* To coordinate with the entire service team on all areas for the smooth functioning of

 theWorkshop, field & Spares divisions.

* Monitor and ensure the performance of the entire team and report to the Service Manager.
* Able to resolve escalated customer complaints and concerns that requires personal intervention and those not able to be addressed by the concerned staff.
* Knowledge of troubleshooting and repairing any electronics products.
* In charge for
* the spare parts ordering/Purchase & sales more than 20 brands and Monthly

Audit of spare parts inventory and preparingthe detailed reports to the management.

* Preparation of Monthly analysis report for the installation, repair and inspection jobs & part used jobs with brand wise, Warranty and out of warranty jobs Reports along with overall GCC&**UAE**spare parts and revenue income salesReport in PPT.
* Monitor and ensure daily open calls pending and ensuring to keep up with the standard targets.
* Monthly Once visit to all UAE Emirates branches to monitor and ensure all service Activities.

**AL GHANDI ELECTRONICS** **AUGUST 2011 –MARCH 2016**

Sr. Service -Supervisor

Brand: **PHILIPS, WHIRLPOOL, KITCHEN AID AND VOLTAS**

White goods & Brown goods (**AVP/MDA/SDA/AC**)

Dubai –UAE

**JOB DESCRIPTION:**

* Reporting monthly/Weekly analysis report with service bulletin of the products defect found repeatedly and Repeat Repair/PL case.
* Monitoring daily open calls pending and ensuring to keep up with the standard KPI targets for Products like **AVP/MDA/SDA/AC** full across UAE except AUH.
* Direct Supervision of 19 technicians including 3 drivers and 7 Assistants.
* Handled Pre sale inspection report for the management of the new products yet to release in the market.
* Handling Service Operations for consumer durables of Philips, Whirlpool, Kitchen Aid and Voltas across UAE. Job responsibilities include man management, field operations, liaising and training.
* Successfully resolved failure analysis process and investigation on-site by Interacting with QA from Factory.
* Arranging & chairing weekly team meetings, focusing on targets & achievements. Implementing new initiatives.
* Preparation of monthly report on symptom code, defect code and repair code analysis.
* Sharing Technical Tips to find the problems, quick analysis to complete job and Handling Technical Customer Escalations, providedresolution and solving customer queries.
* Analyzing the Top Call Generators and identifying ways to reduce call volume and thereby maintaining the Cal rate&the customer satisfaction scores and reasons and identifying the process with technical gaps to achieve the targets.
* Engagements with partners and bridging the process & operational gaps, provided feedbacks and assistance to achieve the desires goals and targets.

**SAMSUNG INDIA PRIVATE LIMITED Oct 2007 –Aug 2011**

Bangalore - India

Sr. Home Doctor Engineer

**JOB DESCRIPTION:**

* Initially started carrier as Trainee Engineer for AVP products for one year till SEP-2008
* Handled installation/Repair for AV/MDA/HA products.
* Pre-Sales inspection carried out on site and reporting the customer requirements to the management.
* Got promoted as Sr. Service Engineer with additional responsibilities’ Aug - 2009.
* Handled High End Break (DTV/AVPRODUCTS) down field calls.
* Handled VOC and Escalated customers call.
* Specialist in Hotel TV installation and complete handover Setup.
* Got promoted as Sr. HOME DOCTOR FOR DTV with additional responsibilitiesfrom Aug - 2010.
* Product specialist for AVP (SMART FEATURES) and Hospitality TVs.
* Executing Training Programs for Newly joined service Engineer.
* Provided Weekly technical ideas to solve Field complaints.
* Knowledge of troubleshooting and repairing any electronics products.

**EDUCATION QUALIFICATION:**

**Diploma in Electronics and Telecommunication** – (2004 to 2007 Year) (**Dayanada Sagar Institute of technology, Bangalore-560078 – India**) - 66% aggregate (FIRST CLASS).

 **Holding Valid UAE Driving License (LMV)**

### TECHNICAL SKILLS

Back End : MS-office, MS-excel, PPT, Photoshop

Installation : Latest windows OS and any application

System Admin : Desktop supporter & network setups

Basic computer skills : Pc hardware &Software Installation

ERP Skills : **Sap, Orion, Oracle, Odoo, Focus and Fame ERP Software’s**

### PERSONAL DETAILS

Date of Birth : 31-08-1987

Gender : Male

Languages Known : English, Kannada, Telugu, Tamil, Malayalam & Hindi,

Marital Status : Married

Nationality : Indian

Passport No. : T2406713

### DECLARATION:

I hereby declare that above written particulars are true to the best of my Knowledge and belief.

Date: Yours Sincerely,

Place: Bahrain Dinesh Kumar S