

Curriculum Vitae of:



RANJEET KUMAR

S/O Baldev Raj

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OBJECTIVE:

Seeking assignments in Manufacturing/Supplier Quality, OEM/Customer Support, Channel/Field Service & Operations support with an Organization of high reputation.

PROFILE SUMMARY

- Certified works Manager & Mechanical Engineer with above 8 years of experience in Auto/Auto-Ancillary Service Operations, Workshop Operations & Maintenance, Product & Failure Analysis, MIS/Reporting, Technical Support, health & safety, Performance & Warranty Management.
- Experience in manufacturing Operations, Vendor Development, Plant Operations, Engineering & Improvements, Quality Assurance, Cost Optimization, Client Managements & Resource and Man power Management.

PROFESSIONAL EXPERIENCE:

A)

Company : **Cummins India Ltd.**
Place : **Customer Plant/GOEM – Powerica Ltd. Khanvel, Silvassa (DNH)**
Product : **Cummins Diesel Gensets (LHP, MHP, HHP)**
Profile : **A leading manufacturing unit of DG Sets.**

Working as Junior Manager (Customer Product Quality/Service Support) from Jan, 2018

Role and Responsibilities:

- Organize & take leads of Weekly Meetings with GOEM team and Cummins Team for open cases liability/responsibility, action to be taken, conclusion, etc.
- Handling & Monitoring of BIS /Quality / Non-BIS issues (Inward to Shipment) by practicing 7step Product problem solving technique, Drawings, Catalog, Manuals, Etools, etc.
- Failure analysis & Troubleshooting of Mechanical / Electrical / Electronic related issues observed.
- Implementation of Step 3, maintaining buffer/float stock, returning Failed parts, Proactive check – BIS ppm reduction within time.
- Coordinating with Local dealer, Suppliers, CIL - Engineering, Quality, SQIT, Controls, Kitting, Production, Diff. Plant Team.
- Audit of GOEM scope processes for Inward / Material handling / Acoustic Enclosure making / Base Frame making / Fuel Tank making / Painting / Branding / DG assembling / Testing process / Final packaging & PDI.
- Monitor and Ensure Cummins recommended guidelines are being Followed at GOEM processes.
- Handling and Stream line the process flow of new product developments. Also Provide support to internal & external Validation Team during Validation Trials.
- Tracking new Changes, Design, Product or Step 6 implementation & sharing feedback for Confirmation or Further Product Improvement.
- Provide Technical / Hands on Training to Technicians, GOEM Reps., End Users on New Products at Concerned GOEM Plants.
- Having working exposure to Cummins engine Models (QSB6.7, L8.9, QSN14, KTAA19, KTA38, KTA50, QSK50, QSK60), Power Command Controllers (PS0601, PS0600, PS0500, PCC 1.1, PCC 1.2, PCC3.3), Diagnostic & monitoring software Tool (Inpower, Insite), Supplier/Vendors Team (Enginamate, Banco, Tata-toyo, Young Industries, Fine Automotive, REIL, Ajay engineers, Laxmi drucken, Polybond, Jupiter, R.G. Ray, Tranter, Multiwing, Stamford Alternator, TDPS Alternator, Unitech, Rapid technologies, Avalon, Venture, Delco Remy, Lucas TVS, Sedemac, Woodward, GAC, Fleet guard, etc).

B)

Company : **Pal Sales & Services (P) Ltd.**
Place : **Opp. Jammu Audi, Nr. Army Gate No. 01, Kunjwani Jammu**
Product : **Ashok Leyland Commercial Vehicles.**
Profile : **A leading authorized dealership of Ashok Leyland.**

Worked as Service Manager from Dec, 2016 to Oct. 2017

Role and Responsibilities:

- Building the company brand between the existing & new customers.

- Involves in forecasting requirements and resolved maintenance & service problems.
- Taking the Setup Business Growth (Revenue Targeting, focusing & improving PRISM, assessment of Team to filter out Productivity/Efficiency)
- Organizes service camps at different locations (Onsite Service).
- Conduct the Driver Training, Technician Training, scheduled check-ups (Daily, monthly, etc), Fuel KMPL Trail, Customer Meet.
- Breakdown assistance & Onsite Diagnosis.
- Trouble shooting on phone or via personal visits with Vendor Service Engineers etc for better efficiency of job being done.
- All workshop processes data maintain soft copy.
- Plays as medium for technical guidelines to Team (electronic diagnosis, special equipment circuit, new Retro Modifications, etc)

C)

Company : **MG Motors Hissar**
Place : **Opp. Cantt gate no. 03, Delhi road, hissar (Haryana)-125001**
Product : **Tata Motors Ltd. Commercial Vehicles.**
Profile : **A leading authorized dealership of TATA MOTORS LIMITED.**

Joined as Trainee Assist Works Manager later promoted as Works Manager from Aug 2013 to Nov. 2016

Role and Responsibilities:

- Plays a stellar role in a analysing for different parts for **failure study and Diagnosis.**
- Prepares the claim/complaint investigation report and submits the same to the CSM, ASM And Head Service Office.
- Provides **technical support** as per requirement
- Takes the Follow up of all 14 Service process
- Handling & Leading the huge service Team
- Allocation and movement of vehicle and drivers for inter branch and other stock movements.
- Monitoring & improving the parameters of CPSC (Channel Partner Score Card)

PROFESSIONAL QUALIFICATION:

Three year Diploma Engg in Mechanical from Govt Polytechnic Jammu in 2012

ACADEMIC QUALIFICATION:

- 12th from G.B.H.S.S., Kathua (JKBOSE) 2009
- 10th from G.H.S.S Forelane, Kathua(JKBOSE) 2007

TRAININGS & PROJECTS:

- Supplier visit to **Tata Toyo Radiators Ltd. Pune** for different types Radiators/Condensors/Coolers/Singlecore/Multicore line assembling, Leak testing, Packaging, etc.
- Supplier visit to **UNI-TECH Automation Pvt. Ltd. Pune** for diff. types of wiring harness line cutting-crimping-locking-lugs/connector fixing-assembling, simulation testing, packaging, etc.
- Frequently Team Visits to **TCL Phaltan, PHP Phaltan, Cummins Apollo Export Gensets Phaltan, CPC 2 Phaltan, CIL Kothrud** for diff. models engine Line assembling, dry leak test, performance test, Paint shop, Kitting, Packaging, Loading, etc.
- Exposure session to **CPCB4, EATS** working/maintenance, safety, etc.
- **Ladder Safety, 7 Step PPSP, Control Charts, Spill prevention & Control, Lockout/Tagout, etc** training done from Cummins learning centre (Online).
- **Six Sigma** learning in progress from Cummins learning centre.
- **Six-month** training in **Certified Works Manager** programme by **Tata Motors Ltd. CVBU** under **TML CVBU STC & NITTR Bhopal.**
- **Three-month** computer course in **office assistant** from **BVB JAMMU**
- **Ten** days Entrepreneurship programme by **MSME**
- Attended the literature on **BOSCH** fuel system, **BIL** brakes system, etc Auto Ancillary items in **ASO**
- **Prima Familiarization** programme for four days in **TML Jamshedpur Plant**
- **Gold Level Technical Training Passport Awarded by Tata Motors Ltd.**
- Achieved the valid position in **Skill fest (Global Service Advisor Championship) under Tata Motors & Castrol India Ltd Jointly.**
- NPI PSF calling satisfaction Survey done with customer visits.

- Hydraulic brake system of group 4 in college time
- Active Volunteer in organising Painting Competition, Blood camp, Drivers training, Driver insurances programme on National Customer Care Day in our Campus

IT/TOOLS SOFTWARE KNOWN:

- Software's : ECM/ECU Scan Tool Diagnostics - Samtec, Insite, Inpower, Autocad Introduction
- Operating system : Win 07, Win 08 & XP
- Tools : MS Office, Photoshop, HTML, Net surfing, Outlook Express for Mails, Oracle
- Official Sites : Siebel, SAP, Cataloger, VCM, Business Analytics, e cats, Electronics Literature,

PERSONAL SKILLS & STRENGTHS:

- Being a good Listener I am able to maintain a good relationship with other.
- I am quick Learner that helps me to understand the things quickly.
- Excellent team member with team building capability, Loyalty and good motivator.
- With self-confidence smile I can mix with people of different regions/cultures.
- Knowledge of 5S, Six Sigma

PERSONAL DETAILS:

- Date of Birth : 18th Dec. 1991
- Language Known : English, Dogri, Punjabi and Hindi
- Marital Status : Married.
- Sex : Male.
- Current CTC : 7.53 Lacs/ Annum.
- Salary Expectation : Negotiable.
- Notice Period : 30 days
- Passport : Republic of India
- Driving License : MCWG, LMV, TRANS-HMV (India Union Driving License)

DATE : 22/05/2023

Ranjeet Kumar