

ASTITVA BAIS

Service Engineer

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📍 Indore, India

EXPERIENCE

Service Engineer

Neptune Packaging Pvt Ltd 09/2021 - Present Indore, India

Neptune Packaging Pvt Ltd, is an Indore-based company that manufactures and supplies a wide range of agricultural equipment, including sprayers, fogging machines, and farm mechanization tools.

They focus on providing high-quality, efficient, and affordable agricultural solutions, with a strong emphasis on research, development, and quality assurance.

- **Expertise in Quality Standards:** Possess in-depth knowledge of relevant industry quality standards (e.g., Six Sigma).
- **Meticulous Product Inspections:** Conduct thorough and detailed product inspections to identify deviations from specifications.
- **Proficient Troubleshooting:** Effectively diagnose and resolve issues with returned or defective items.
- **Data-Driven Process Improvement:** Utilize data analysis to identify trends and implement process improvements.
- **Comprehensive Record Keeping:** Maintain accurate and detailed records of inspections, tests, and quality data.
- **Continuous Improvement Focus:** Drive a culture of continuous improvement through regular review and optimization of processes.
- **Customer-Centric Approach:** Prioritize customer satisfaction by ensuring products meet or exceed expectations.
- **Root Cause Analysis:** Skilled in performing root cause analysis to prevent recurrence of quality issues.
- **Statistical Process Control (SPC):** Implement and utilize SPC tools for process monitoring and control.
- **Team Leadership:** Effectively lead and motivate a quality control team.
- **Productivity Enhancement:** Implement strategies to improve team productivity and efficiency.
- **Collaborative Teamwork:** Foster a collaborative environment for seamless team operations.
- **Goal Achievement:** Guide the team to achieve quality goals and objectives.
- **Training and Development:** Provide training and mentorship to team members.
- **Audit Preparation and Execution:** Skilled in preparing for and conducting internal and external quality audits.
- **Non-Conformance Management:** Effectively manage and resolve non-conformance issues.
- **Supplier Quality Management:** Evaluate and monitor supplier quality performance.
- **Risk Assessment:** Conduct risk assessments to identify potential quality issues.
- **Proactive Problem Solving:** Anticipate and proactively address potential quality concerns.

Production Operator

VECV 08/2019 - 09/2021 Indore, India

VE Commercial Vehicles Ltd. (VECV) is a joint venture between Volvo Group and Eicher Motors, manufacturing a wide range of commercial vehicles. It produces Eicher trucks and buses, distributes Volvo trucks in India, and manufactures engines and components.

SUMMARY

I am a Service Engineer with over 4 years of experience in the Commercial Vehicles and Agricultural Industries, skilled in quality control, troubleshooting, and project management. My expertise lies in ensuring high-quality results through meticulous attention to detail and effective communication. I lead teams to achieve productivity objectives while driving continuous improvement and customer satisfaction.

SKILLS

CRM • CRM Software • ERP • IAM •

Microsoft Office • Six Sigma • Tally • Tally ERP

PROJECTS

BS-6 Project

08/2019 - 04/2021

Participation in the BS-6 project, focusing on production enhancements and compliance with new emission standards.

- Spearheaded the revolutionization of engine manufacturing as a Production Operator in VE Commercial's BS-6 project.
- Developed efficient assembly lines, optimized workflows, and ensured compliance with stringent BS-6 emission standards.
- Meticulously designed jigs, fixtures, and tooling, and executed rigorous process planning and validation.
- Integrated advanced manufacturing technologies to bolster productivity and elevate quality standards.
- Collaborated with design and quality teams to troubleshoot issues, implement corrective actions, and drive continuous improvement initiatives.
- Contributed to the delivery of high-performance, environmentally compliant engines, resulting in a X% improvement in production efficiency.

INTERESTS

Movie Watching

Enjoys watching movies.

Drawing, Painting

EDUCATION

B.Com

Raja Shankar Shah University

08/2021 - 05/2024 Chhindwara, Madhya Pradesh, India

12th

Madhya Pradesh, India

04/2016 - 05/2021 Madhya Pradesh, India

10th

Madhya Pradesh, India

04/2015 - 05/2015 Madhya Pradesh, India

LANGUAGES

English Proficient



Hindi

Native



STRENGTHS

Strong Analytical Skills:

Problem-Solving Abilities

Proficiency in Mechanics