

Astitva Bais

Service Engineer

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Profile

Experienced **Service Engineer** with over 5 years in commercial vehicle and agricultural equipment industries, specializing in quality control, troubleshooting, and process optimization. Proven track record of leading teams to enhance productivity, implement Six Sigma standards, and drive continuous improvement to exceed customer expectations. Skilled in root cause analysis, statistical process control, and supplier quality management, ensuring consistent delivery of high-quality products.

Personal Experience

SEPT 2021 - PRESENT

Service Engineer | Neptune Packaging Pvt Ltd | Indore, Madhya Pradesh

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 (5S)
- 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 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.

AUG 2019 - JULY 2020

Production Operator | VE Commercial Vehicles | Pithampur, (Madhya Pradesh)

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.

Technical Skills

Customer Relationship Management • Contact Center Technologies • Data Analysis and Reporting Tools • Excellent time management skills • Knowledge Base Management • Quality Assurance • Root Cause Analysis • Service Desk/Ticketing System Configuration • Technical Drawing & Blueprint Reading • Microsoft 365 • Tally ERP

Educational Qualifications

JULY 2024 - PRESENT

Master of Business Administration | Narsee Monjee Institute of Management Studies | Mumbai, India

- Pursuing MBA in Business Management.

JULY 2021 TO MAY 2024

Bachelor Of Commerce | PG College Seoni (M.P.) Raja Shankar Shah University, Chhindwara | Seoni, Madhya Pradesh.

7.0/10 GPA

JULY 2020 TO MAY 2021

12th Class | Madhya Pradesh Board | Seoni, Madhya Pradesh.

50 %

Courses

JULY 2018 TO JUNE 2019

Mechanic Diesel | Industrial Training Institute, Satpuda | Seoni, Madhya Pradesh.

73 %

Additional Information

Hindi • English

Declaration

I hereby solemnly declare that the above furnished particulars are true to the best of my knowledge and belief.