

## RESUME

### Arivanantham SARAVANAN

Mariyamman Kovil Street,

Thirukkanur Patti (po),

Thanajvur Dt,

Tamilnadu (St).

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### PROFESSIONAL EXPOSURE – An Outline

- Responsible for the customer connect call closures (Toll Free) within 24 hrs
- To meet my Goals & Milestone – Spares & Lubricants Sales
- Product Training to Dealer & OEM Engineers
- Good experience in Dealer Management System, Warranty management,
- Daily & Monthly Complaints review with Service engineers,
- Significant experience in Service dealership, Warranty management, & Customer care
- Field Testing and Preparing Tractor Testing Reports of various Testing (Puddling, Clutch stall, Forward-Reverse etc...)
- Managing consulted Work load summary, Failure Report, Monthly Site Report, Test Site Daily Report & Sign-off Tracker
- Dealer Grievance Closing (Spares, Accounts, Service & Sales)
- Development on Infrastructure for vehicle service thereby ensuring customer satisfaction
- New Product Development – Service Readiness (Service Manual, Safety stock, Supplier vs OEM warranty benchmarking)
- Customer Usage Paten studding
- Expertise in handling Construction equipment's ((FEL, BHO Loader, Skid steer Loader, Rock breaker, and attachment etc...)
- Expertise in handling Farm machines & equipment's (Bailer, Rake, Paddy, Rotavator, Cultivator, Harrow, Ploug, Trailer,

#### 2.2 Product Support Engineer (Service Engineer), Bull Machine pvt ltd, Coimbatore

- Years  
Feb  
2019 to  
2021  
Apr
- Product Training to Dealer & OEM Engineers
  - On time Service following with Dealer & Service engineers,(90% complaints closing within 48 hrs)
  - Responsible for the customer connect call closures & Difficult Service complaints, Scheduled Service, Spares & Lubricants Sales
  - Dealer Managing and Dealer Grievance Closing,
  - Development on Infrastructure for vehicle service thereby ensuring customer satisfaction

#### Sep Trade Engg (Asst Manager), Thriveni Earth Movers Pvt Ltd, Tata nagger

- 2018 to  
Feb  
2019
- Construction Machine Maintenance (Excavator, Dumper, Dozer) service & Breakdown complaints closing
  - Machine History Managing and Preparing Reports
  - Supplier Warranty Claim

#### 5.6 Years Validation Eng., MAHINDRA & MAHINDRA LTD, Mahindra Research Valley, Chennai, Tamilnadu.

- Jan 2014 to  
July 2018
- Field Testing and Preparing Tractor Testing Reports of various Testing (Puddling, Clutch stall, Forward-Reverse etc...)
  - Managing consulted Work load summary, Failure Report, Monthly Site Report, Test Site Daily Report & Sign-off Tracker
  - Co Ordination with Administrative Team (Testing Drivers & Accounts)

1 Year  
Dec 2013  
To Dec 2014

**Service Eng., MAHINDRA & MAHINDRA LTD, Chennai AO, Tamilnadu.**

- Customer support for Sales & Service,
- Difficult Service complaints, Responsible for the customer connect call closures (Toll Free) within 24 hrs.
- New seeding Tractor Performance Monitoring & Comparative trials.
- To achieve the target - Spares & Oil sales

2.9 Years  
March 2010  
to Dec 2013

**Service Manager, MM. Motor JOHN DEERE Tractor dealership, Thanjavur, Tamilnadu.**

- Repairing & Maintenance for Tractors & harvesters & bailer & Rake
- Warranty Claim / Technical report preparation and sent to John Deere team
- Service follow-up and Spares & Oil sales

5 Years  
2005 to 2010

**TECHNITION, Thriveni Earth Movers (P) Ltd,**

- Construction Equipment's Dismantling & Assembling & Overhauling
- Engine & Transmission Overhauling (all types Inline, Rotary, CRDI Engines ...)
- Maintained workshop equipment well-oiled and in working condition

3 Years  
2002 to 2004

**Wellmech engineering company, Chennai**

- Field service installation

#### **Training**

- 1) KUBOTA Agriculture machinery - for Engine
- 2) Epiroc Hydraulic Attachments Training
- 3) Swami Keshwanand Rajasthan Agricultural University, Bikaner,
- 4) Mahindra & Mahindra Ltd Training Nagpur & MRV Chennai,
- 5) John Deere India Ltd --- JD Tractor, Bailer, Rake, Paddy & Sugar cane Harvesters Maintains & Overhauling
- 6) Caterpillar - for Engine

**LANGUAGES** to speak Tamil, Hindi, English

#### **QUALIFICATIONS**

Education Qualification	University/Board	Subject of Specialization
SSLC	St. Antony's Higher Secondary School, Thanjavur	Tamil, English, Math's, Science & Social Sciences.
ITI	Government Industrial Training Institute(ITI)	Tractor Mechanic
ITI	Government Industrial Training Institute(ITI)	Motor Mechanic
DME	Periyar Mniammai University, Vallam	Mechanical Engineering

#### **Declaration:**

I hereby declare that the above – furnished information are true to the best my knowledge.

Place:

Date:

Signature: