

Maheshwarayya Viraktamath

Mobile: +91 98808 30255

Email ID: maheshv22@gmail.com

Summary: -

- Merited 15 Plus year experience in IT and Telecom service operations with vendors and frontline organizations. Customer support specializing in managing total life cycle of warranty support for OEM's of IT and Telecom products (Service Center Setup, Onsite Support, ASP and ASC Management, RMA Support, Vendor Management and ESC and MSC Repair Center Management).
- As part of warranty support, setting up repair service infrastructure Motherboards(L4), IT products and Telecom (Mobile)
- Excellent relationship management with corporate Client, Retail Customers with ASP partners
- Demonstrated ability to quickly diffuse heated customer situations provided a leadership role in a team environment supported other team members and facilitated in creating a stress reduced atmosphere.
- Trained others in the use of applications and in technical support methods
- Excellent troubleshooting and logical problem-solving skills.
- High level of written and oral communication skills.
- Creative ability to solve unusual or difficult problems when logical methods have failed.
- Demonstrated ability to meet deadlines and set priorities.
- Having good experience in global IT project (OEM, ODM, Channel Business) such as Asus, Wipro, **Mobile Products OnePlus, Huawei, Asus Zenfone, Realme etc.**

Core Competencies

Project Management

- Survey & analyze the data.
- Implement customer service function in organization.
- ASP management and internal service set up from Level 1 – 4 and Exclusive service center management
- Mapping service structure as per product launch maintaining customer satisfaction.
- System management to maintain smooth service flow at all levels leading to accountability from an individual to a team.

Service Operations Management

- Overseeing the complete service operations of OEM & channel partners with accountability for implementation of quality processes through own service and channel service partners.
- Customer retention ship programs: ASP training and meets in close association with channel partners.
- Relationship management with Client, Vendor, customers, channel partners & ensuring their satisfaction with quality and service norms for business retention.
- Partner profiling in line with industry and brand expectation
- Ensure adequate process and controls of partner management from appointment to exit.
- Setting up right audits and controls for partner governance module

Team Management

- Training & monitoring the performance of across India located service engineer to ensure efficiency in service operations and meeting of individual & group targets
- Conducting training for ASP partner on account of IT Tool Software, service management, spares planning, customer satisfaction, service management reports and team counseling.
- Conducting meetings for setting up service objectives and designing or streamlining processes to ensure smooth functioning of service operations.

Work Experience

Designation	Name of Organization	Period
Repair Technician & Quality Engineer	Digicomp Complete Solutions Ltd.	Nov 2004 to Dec 2008
Sr. Executive PMO (Service Delivery)	Digicomp Complete Solutions Ltd.	Jan 2009 to Aug 2013
Technical Specialist and Trainer	Regeneris India Pvt Ltd.	Sep 2013 to Oct 2016
Manager-Operation (Service Delivery)	Regeneris India Pvt Ltd. (A CTDI Company)	Nov 2016 to till date

Professional Experience

Major Responsibilities

- Responsible for the handling entire service operation of PAN India for service deliverables leading team for the OnePlus, Huawei and Realme projects.
- Responsible for the Project P&L and Operational goal (SLA and KPI) of customers.
- Prepare the Project budget of the year, forecast revenue, Cost and resource for the month. Monitor review P&L data on daily basis with the reporting manager and business team.
- Plan and Implement Revenue Generation and cost optimization strategies to meet the NAIT targets.
- Manage the internal and external Escalations, Resolve complex, Standard and non-standard issues. Negotiate contract and agreement with customers for SLA matrices & price. Plan and Execute strategies to meet KPI's of customers and negotiate relaxation based on practicalities of thee operation.
- Participates in various communication meetings. Holds additional meetings as necessary to provide/obtain information, resolve issues on case studies.
- Product Failure analysis, regional failure, Monthly & Yearly Failure analysis with respect to Warranty Units. And MSL planning for the all ASP locations and CWH as per the project requirement.

- Each individual KPI analysis Daily & Weekly Review with the team to understand Challenges & support.
- Develop good working relationships with Stakeholders at all levels to build consensus.
- Effectively lead and coordinate project teams of up to 65 members in Repair line & 106 ASP Partners across PAN INDIA.
- Solve critical issues in a time-sensitive environment.
- Identifies new product or process opportunities. Develops business requirements and functional specifications for IT and Operations.
- Definition and documentation e.g.: Swap process, DOA process, RMA return, Warranty terms and condition for India, appointment criteria for service centers, Center viability & forecast, considering cost analysis.
- Track production quality and skill level of operators, providing corrective feedback and coordinate further training. Identifies new product or process opportunities. Develops business requirements and functional specifications for IT and Telecom Operations.
- Client/Dealer Connect & support for any service related Queries to address concern team resolve issue on time & priority basis so it should not impact for sales.
- Build and Develop Strong working relationship with all stake holders to ensure that over all company objectives are met

Professional Qualification:

- Diploma in Electronics & Communication.
- Completed Leadership & Team handling training.
- Soft Skill & Empathy Training.
- ESD & 5S Maintenance Training.
- Fire & Safety Training.
- Integrating LEAN & Six Sigma Training.
- IPC 610-D Certification

Skills & Expertise

- Strategic Planning
- New Project Implementation
- Problem Solving Skills
- Team Management
- Operation Management
- Inventory Management
- Vendor Management
- Customer Relation

Personal details:

Date of birth : 01/06/1984.
Sex : Male.
Marital status : Married.
Nationality : Indian.
Language known : English, Kannada, Hindi.
Address : 99,120, B Pramila Nivas.
2nd Floor, Kandhaya Nagar.
Nagarabhavi.Bangalore-560091

Interests:

- Reading Books.
- Meditation.
- Travelling.

Achievements:

"Best Performance "Award received from **Regeneris (India) Pvt Ltd** @ Review Meet - 2016.

"Best Project Manager" Award received -**2017**

"Best Project Manager" Award received -**2018**

Declaration:

I hereby declare that the above statements are true and evident in all respects.

Date: - 13-06-2020

**Regards,
Maheshwarayya V
9880830255**