**ORGANIZATIONAL EXPERIENCE**

**ABHINANDAN DEORUKHKAR**



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***SKILL SET***

*Customer Relationship*

*Cost Saving*

*Data Analysis*

*Training & Development*

*Vendor Management*

*Production Management*

*Quality Control*

*Total Quality Management*

*Design & Drawing*

*Procurement*

*Reporting & Documentation*

*Technical Support*

**Since Jul’05 till May 2017 Jay Instruments and Systems Pvt. Ltd., Mumbai as Manager - Customer Support**

**Key Result Areas:**

* Managing Small and Medium Enterprises (SME) portfolio and administering the business flow
* Imparting training to the team of Service Engineers along with recruiting them and providing technical support
* Providing advice to the clients on the trends in products (Technical and Fundamental Analysis)
* Responsible for maintaining long lasting relationship with the existing customers & strategic planning to grow customers
* Executing TQM and ensuring ISO 9000 certification
* Visiting customers along with marketing personnel to understand their basic requirements and exhibit the technical details of the product along with study and discussion about the system
* Framing documentation, drawing, costing, and quotation & bills of material and documents for dispatch
* Coordinated and delegated work assignments to resolve procedural and critical technical issues
* Engaging in the following:
* Procurement of material and making indent & issue note for important items.
* Oversee purchasing and budgeting for technology procurement and liaise with purchasing to coordinate payment receiving and ordering.
* Taking quotation from vendors and negotiating to finalize the order
* Programming, installation and commissioning at the site
* Drafting final reports and drawing after completion of project
* Quality control for parts required for instrument after receiving from principles
* Planning for spare parts required for instruments; making quotation for spare and dispatch
* Training and onboarding of new team members
* Involved in troubleshooting and resolution of technical queries.

*Senior Management Professional*

**~ CUSTOMER SUPPORT (INDUSTRIAL PRODUCTS) ~**

**~Production /Quality Management ~**

**~TEAM MANAGEMENT ~**

*Industry Preference: Electronics*

*Location Preference: Mumbai, Pune, Gujarat, Bangalore, Hyderabad,*

***Gained international training exposure on various industrial products; excellent in production management, servicing and implementing TQM and ISO 9000***

**PROFILE SUMMARY**

* A dynamic professional with **over 22 years of** versatile **experience and leadership skills** in **Customer Support/service, production and Quality management** for Hi-tech Industrial Products and companies
* **Global customer handling** - Successfully completed **international trainings Konica Minolta, Singapore** for Spectrophotometers and at **Daelim Starlet, Korea** on various machines like Automatic Dispenser, IR Dyeing and so on
* Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients.
* Acted as **Founding Member of the Customer Service Team** and introduced CRM System at **Jay Instruments & Systems Pvt. Ltd.**
* **Expertise in building effective relationships** with Senior Professionals and cross-functional Advisory Board **to champion CRM initiatives**
* Excellent **vendor manamgement**
* Excellence in leading diodes **manufacturing team of 100+ FTE** as **prodcution incharge** and managing **prodcution process.**
* Proven skills in **delivering specialized customer service** with significant cost savings by 80%
* Proficient in managing business operations encompassing drawing, costing, and quotation, procurement and bills of material
* Skilled in mapping client requirements & providing best products to suit their requirements and achieving profitability & sales growth
* An enterprising leader with skills in leading personnel towards accomplishment of common goals

**Rrgyy**

**Highlights:**

* Played a key role in setting up a team of Product Service Specialists across the country to market products
* Successfully designed and executed SAP format for data analysis which resulted in better decision making
* Devised strategies and achieved overall revenue of 100% for the unit
* Acted as Founding Member of the Customer Service Team
* Initiated and implemented CRM System which led to Service call results
* Provided high quality services to customers in areas such as Textiles, Chemicals, Paints, Foods, and Pharma etc.
* Delivered cost savings of approximately INR 10 Lacs through negotiating with vendors
* Successfully managed prestigious clients like HUL, Philips ,Huntsman, Clariant ,GE, Maruti, Honda, Toyota,Grasim,Aditya Birla Nuvo, Ranabaxy, Roca, Raymonds, Croda, Videocon, Samsung, LG Siyaram’s, Colortex, and was appreciated for excellent service delivery
* Pivotal in streamlining processes through measures such as Cost Management, Inventory Control, and SAP

**Mar’03 to June’05 Leo Circuit Boards Pvt. Ltd., Navi Munbai as Production Manager**

**Key Result Areas**

* Oversaw the production process, drawing up of production schedule.
* Ensured that the production is cost effective.
* Was responsible for the selection & maintenance of equipment's.
* Acted as Liaise amongst different departments. E.g: Suppliers, Managers.

Demonstrated ability to:

* Effectively lead, coach and develop a large work team to accomplish operational objectives.
* identify, diagnose and resolve operational, manufacturing and maintenance problems within deadlines.
* Plan work flow, manage multiple priorities and meet daily production targets while consistently reducing downtime.
* Develop new procedures and processes to improve production accuracy.
* Competently drove ISO 9000 certification achievment for company to ensure the most cost-effective process.
* Establish and maintain acceptable quality levels for all assigned products.
* Interpret and develop reports including standard operating procedures.
* Efficiently set and control operational budgets.
* Communicated closely with Procurement Department to ensure delivery of quality parts.
* Analyzed manufacturing data and wrote reports.
* Oversaw manufacturing operation
* Engaged in procurement of required parts from vendors
* Designed pf Printed circuit Boards
* Sound coordination and planning of production and manufacturing activities.
* Experienced with hiring training and evaluating workers.

**Highlights:**

* Functioned as Management Representative for achieving ISO9000 Certification- Award wining performance

**Jan’94 to Feb ’03 Semcon Electronics Pvt. Ltd., Mumbai as Production In-charge**

**Key Result Areas:**

* Supervised the workforce in shifts of about **100+ FTE**
* Planned production line for effective product quality with voluminous output
* Competently drove ISO 9000 certification achievment for company to ensure the most cost-effective TQM procedures
* Managed and imporved production processes to enhance product quality and maximize efficiency.
* Identified problems or bottlenecks in the production processes.
* Directly supervised hourly production.
* Tracked staff absenteeism and time-keeping.
* Ensured the safest working environment possible for staff.
* Handled efficiently Planning, assigning, and directing production work.
* Appraisied staff performance.
* Addressed employee complaints and resolved any people problems.
* Organized and prioritized production needs.
* Made sure that products are to the highest grade and production standards.
* Created an environment that is conducive to teamwork.
* Made sure that paperwork is in place for audits.

**Highlight:**

* Contributed in achieving IS0-9000 Certification by following TQM Procedure and acted as M.R.

**ACADEMIC DETAILS**

1993 Diploma in Electronics from Mumbai University

Other Course:

* Diploma in TQM and ISO 9000 Management, 1995
* Training Course for Internal Quality Audit from E.R.T.L. West in the year 1997 and 1998.

**PERSONAL DETAILS**

Date of Birth: 4th February 1969

# Address : B7/501, Swastik Park, Opposite GhodBandar Road, Thane (West) - 400607

Languages Known: English, Marathi and Hindi