

Vishal Jaysawal

C-12, Chaman Complex, Jasola Village, New Delhi, 110025.

Email: vishaljaiswal199@gmail.com Tel: +91-9026270656

Career Objective: Seeking assignments in **Quality Assurance/Quality Control, Vendor Quality, and Product Development** with a growth-oriented organization of repute.

Career Summary: Experienced **Assistant Manager in Quality Assurance/Quality Control, Vendor Quality and Product Development**, with track record of ensuring product quality, production quality, analyzing product/market defects to provide efficient solutions. Previously with **Veira, Samsung and LG**. Also worked with clients like **Croma, Haier, Lloyd, Itel, Infinix, Sansui, Zebronics, Vise** and so on.

Professional Overview

A result oriented professional with near 12 years of experience in **Quality Assurance, Vendor Quality & process improvements** in Electronics product manufacturing organization, client servicing. Currently serving **Intex Technologies India PVT. Ltd as –Assistant Manager Product development, Quality Assurance, Vendor Quality and Customer Support) and also looking after Production activities of final Assembly Line, Packaging Line, Clean room, MI line and SMT line)**. Also handled different customers like Croma, Haier, LLOYD, Itel, Infinix, Sansui, Zebronics, Vise and so on.

Demonstrated abilities in achieving cost savings across assignments, minimizing performance bottlenecks for achieving Quality goals. Co-ordination with Vendor and Customer Support. With knowledge of Six Sigma DMAIC, Statistical Process Control & FMEA, Compliances and BIS&BEE requirements, with a strong background in quality control and extensive knowledge of SMT/MI processes, I am skilled in ensuring product excellence and customer satisfaction. Capable to do initial failure analysis and fix the owner, excellent in problem-solving and analytical skills, decision-making skills, implementing quality assurance procedures, Proficient in root cause analysis and defect analysis, conducting thorough inspections, and resolving customer concerns effectively. Superb computer skills, Good written and verbal English communication skills, effective communicator with management skills & strong analytical, problem solving & organizational abilities, which enable me to analyze market trends and customer preferences to develop innovative products that meet industry standards. Strong team player, able to drive cross-functional teams for problem-solving and improvement. Deep knowledge of quality assurance terminology, methods, and tools. Strong knowledge on QC Tools **8D, Kaizen, 7QC Tools, 5 Why and CAPA**. Knowledge of SIX Sigma DMAIC, Knowledge of EHS Management. I am confident that my technical acumen and customer-centric mindset make me an ideal candidate for the Quality Manager role.

Professional Credentials

Since Aug'23 with Intex Technologies India Pvt Ltd, Okhla phase-2, New Delhi.

Intex Technologies is a leading Home Electronics/ Appliances company with a vast portfolio of products. It has strong presence in LED-TVs, Speakers, IT Peripherals, Air Coolers, Washing Machine, Air Conditioners, UPS, Smart wearable's and so on.

Career graph:

Aug'23-Till date **Assistant Manager- Product Development, Vendor Quality.**

- ⇒ Responsible for New product development, assuring product quality, Vendor Quality and Customer Support
 - ⇒ Defining key quality metrics in the Assembly and Packing line, monitor performance, identify trends, and drive necessary improvements.
 - ⇒ Driving the Quality Assurance department, ensuring compliance with industry standards and regulations. QMS Improvements.
 - ⇒ Monitoring the incoming quality issues and driving the improvements from Suppliers and ODM's.
 - ⇒ Investigate the line defects and customer complaints driving systematic Root cause analysis and implementing corrective action. Drive 8D, CAPA, and effective closures.
 - ⇒ Conduct Inspections and Quality Audits, identify areas for improvements, and implement corrective actions. Prepare a Sampling plan and checklist, drive Process and Product Quality audits.
 - ⇒ Drive Improvement Projects.
 - ⇒ Participating in WW review calls and drive improvements.
 - ⇒ EHS Management.
 - ⇒ Ensuring that the products or services provided by suppliers meet the required quality standards and specifications.
 - ⇒ Working with Vendors i.e.: PG Electroplast, Ekkaa Electronics and Videomax International and so on.
 - ⇒ Responsible for achieving targeted FFR reduction by analyzing defects and provide solutions.
 - ⇒ Coordination with vendors for smooth production and quality.
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Since Feb'19 with Veira Electronics Pvt Ltd, Phase 2, Sector 81, Noida, Uttar Pradesh.

Veira Electronics is a leading LED TV manufacturing ODM/OEM company. It has its own brand and major customers are **Croma, Haier, Lloyd, Itel, Infinix, Sansui, Zebronic, Vise** and so on... major lines are Clean room, SMT line, MI line and Final Assy. Lines and very good Reliability Lab.

Career graph:

Feb'19- Aug'23. Assistant Manager - Quality Assurance.

- ⇒ Responsible for SMT,MI, Clean room and Final Assy. Lines, vendor management and Customer Support.
 - ⇒ Handling BIS and BEE activities.
 - ⇒ Responsible for achieving targeted production output by motivating to employees.
 - ⇒ Manpower handling/ Employee relation.
 - ⇒ Coordination to other departments for smooth production and quality.
 - ⇒ Responsible for developing new products (NPI) as per time lines.
 - ⇒ Monitoring defects trend and RCA along with Team.
 - ⇒ Review of weekly and monthly MIS including COPQ
 - ⇒ Training to staff and operators on need basis.
 - ⇒ Cost optimization through effectively management of 7 Wastages.
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Since Dec'15 with Samsung India Electronics Pvt Ltd, Noida.

SQA from Samsung for vendors like: HCL, TVSE, Bright Point and Sunny Telecom, KGL (Vendors for Samsung) are a leading Mobile Phone and Main Board refurbishment companies, Which do refurbishment of DOA Mobile phones and Service Main Boards.

Career graph:

Dec'15 – Feb'19. Supplier Quality Assurance

- ⇒ Defining key quality metrics in the Assembly and Packing line, monitor performance, identify trends, and drive necessary improvements.
 - ⇒ Driving the Quality Assurance department, ensuring compliance with industry standards and regulations. QMS Improvements.
 - ⇒ Monitoring the incoming quality issues and driving the improvements from Suppliers and ODM's.
 - ⇒ Investigate the line defects and customer complaints driving systematic Root cause analysis and implementing corrective action. Drive 8D, CAPA, and effective closures.
 - ⇒ Conduct Inspections and Quality Audits, identify areas for improvements, and implement corrective actions. Prepare a Sampling plan and checklist, drive Process and Product Quality audits.
 - ⇒ Drive Improvement Projects.
 - ⇒ Participating in WW review calls and drive improvements.
 - ⇒ EHS Management.
 - ⇒ Responsible for vendor management and Customer Support.
 - ⇒ Ensuring that the products or services provided by suppliers meet the required quality standards and specifications.
 - ⇒ Material management.
 - ⇒ Coordination with Vendors for smooth production and quality.
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Since June'12 with LG Electronics India Pvt. Ltd. Varanasi

Priyanka Marts (Authorized service center for LG Mobile Phones). Varanasi's only authorized service center for LG Mobile Phones.

Career graph:

June'12-Nov'15. Service Center Manager.

- ⇒ Maintained the TAT of service as confirmed by the service provider company.
 - ⇒ Worked in more than 100 service calls a day environment.
 - ⇒ 95% Achievement of 1 hour Repair TAT.
 - ⇒ Training and guiding new joiners and reviewing the work done by less experienced team to drive completion of assign objectives on time.
 - ⇒ Responsible for Customer Satisfaction.
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Academic Credentials

2012

B.Tech(Electronics and Communication Engg).

Dr. MGR University, Chennai.

Date of Birth: 22ND April 1989