

Curriculum Vitae



Sanju Pal

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PERSONAL PROFILE:

S/O- Narayan Chandra Pal
Date Of Birth- 5TH APRIL 1997
Marital Status- Unmarried
Nationality- Indian

PERMANENT ADDRESS:

S/O- NARAYAN CHANDRA PAL
VILL- SRIKRISHNAPUR
P.O- JOTESRIRAM
PS- JAMALPUR
DIST- BARDHAMAN
PIN-713408
WEST BENGAL, INDIA

Language proficiency:

- 1 English
- 2 Hindi
- 3 Bengali

Objective

Build up my career as an Automobile Engineer where I can utilize and develop my knowledge and skills, as well as continuously contribute to the organization.

Job Experience

22nd
July'19-
1st
Sept'21

VE COMMERCIAL VEHICLES LTD.

POST - CHANNEL SERVICE MANAGER

Location - Guwahati

Roles and responsibilities - Handled 4 major dealers and 1 site support in the North-east(Guwahati).
i) Customer Management- Service delivery by ensuring training, and process adherence.
ii) Increased Certified technicians in workshops.
iii) Customer Management by taking corrective actions on w/s team,
iv) Parts management- Implementation of buffer stock system in w/s.(Project Poorti)
v) Implementation of all processes and systems related to the service function at channel partner's level.
vi) Conduct on-the-job training to the Service Mechanics for technical problem-solving.
vii) Ensure co-ordination for timely spare parts orders execution for channel partners.
viii) Conduct service audits periodically as per the company norms.
ix) Ensure warranty claims process adherence at the channel partners' level.
x) Ensure training of the dealer, workshop managers and service advisors. Etc.

Tenure -
2 years 1
month

6th
May'24-
Till date

VE COMMERCIAL VEHICLES LTD.

POST- KEY ACCOUNTS MANAGER & UPTIME ANALYST

Location - Kolkata

Roles and responsibilities -
i) Handling 5 Key account customers in Kolkata. Handling a total vehicle population of approx. 450.
ii) Drive customer issue resolution and escalations on time.
iii) Visit customers to build up engagement and drive customer satisfaction taking feedback and taking corrective actions.
iv) Understand the Issues of customers and resolve them on time.
v) Predictive diagnosis of Vehicle & corrective actions,
vi) Remote issue resolution in critical cases by guiding technicians and Service Advisors.
vii) Vehicle performance tracking of Key Accounts.
viii) Fleet uptime improvement
ix) Maintenance adherence-PMS & Tyre, Driving habit analysis
x) Fleet Health Check.
xi) Campaign Execution and Co-ordination.

Tenure -
7 months

Educational Qualification



2020- 2023
Graduation
Mechanical
Engineering

SWAMI VIVEKANANDA INSTITUTE OF SCIENCE AND TECHNOLOGY
Gobindapur, Kolkata - 700145
CGPA –9.02

2016-2019
Diploma Mechanical
Engineering

BIRLA INSTITUTE OF TECHNOLOGY
56,B.T ROAD , KOL-36
YGPA – 82.17

2014
Higher Secondary
[WBCHSE]

JAMALPUR HIGH SCHOOL
BARDHAMAN, WEST BENGAL
PERCENTAGE – 67%

2012
Secondary [WBBSE]

JOTESRIRAM HIGH SCHOOL
BARDHAMAN, WEST BENGAL
PERCENTAGE- 87%

Technical Skills

- Autocad 2D & 3D
- Ms Powerpoint
- Windows
- Ms Word
- Ms Excel



Personal Skills

- Leadership
- Project Planning
- Research Strategic
- Planning Public
- Speaking
- Time Management

Trainings

- ➔ Summer trainee at DVC MEJIA THERMAL POWER PLANT
- ➔ Winter trainee at Electrometer Pvt. Ltd on Refrigeration and air condition

Acknowledgement

I hereby declare that all the information furnished above is true and complete to the best of my knowledge and belief.

Date- 27.11.2024
Place- Kolkata

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