

Sanju Pal



9382495455 9614008558



sanjupal504@gmail.com

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

P.S - JAMALPUR

DIST-BARDHAMAN

PIN-713408

WEST BENGAL, INDIA

Language proficiency:

English







Curriculum Vitae

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

Tenure -

2 years 1

month

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.

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
- 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
- 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

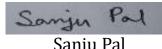
- Summer trainee at DVC MEJIA THERMAL POWER PLANT
- Winter trainee at Electrometer Pvt. Ltd on Refrigeration and air condition

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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