


# Naveen Parjapat

## Service Engineer

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Sonipat (Haryana) 

## About me

Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

## Work Experience

### E-Fill Electric (EFEV CHARGING SOLUTIONS PVT LTD) – Service Engineer

July 2023 - current

Sonipat, Haryana

In my capacity as a Service Engineer at E-Fill Electric, I play a vital role in ensuring the smooth functioning and maintenance of electric vehicle (EV) charging stations. My responsibilities cover a wide range of technical and customer-focused tasks, all geared towards enhancing the growth and reliability of our charging network.

## Education & Training

- Currently Pursuing B. Tech in Electronic and Communication Engineering from MDU University in Year 2024.
- Diploma in Electronics & Comm. Engineering from Govt. Polytechnic Sonipat in Year 2023.
- 12th Pass from HBSE Board in Year 2019.
- 10th Pass from HBSE Board in Year 2017.
- Summer Internship at Computer Networking from Solitaire Infosys Inc. Mohali (Duration 2 Months).

## Company Profile

E-Fill Electric, also known as EFEV Charging Solutions Pvt Ltd, is a pioneering startup dedicated to advancing the complete electric vehicle (EV) ecosystem. Our mission is to create a seamless charging experience for EV users across India. Here's an overview of our company:

**Company Name:** E-Fill Electric (EFEV Charging Solutions Pvt Ltd)

**Headquarters:** Sonipat, Haryana, India

**Founding Year:** 2019

**Business Model:** B2C, B2B, B2B2C

We design, manufacture, and install EV charging stations at strategic locations, including commercial complexes, residential areas, and public spaces. Our charging stations cater to various EV models, ensuring accessibility for all users. Our expert team, with over 10 years of experience from major OEMs (Original Equipment Manufacturers) like Mahindra Electric, Tata Motors, Yamaha, MapMyIndia, Revolt, Bajaj, Goenka, and ETO Motors, drives our product innovation. We continuously enhance our offerings, focusing on reliability, efficiency, and user satisfaction. We provide a range of chargers, including slow, moderate, and fast chargers. Our cloud-based CMS enables users to remotely monitor, diagnose, and manage charging stations. The E-Fill mobile app provides users with the ability to find nearby charging stations, verify availability, and start charging sessions. Our electric three-wheelers, or E-Rickshaws, come in passenger and loader models, promoting eco-friendly urban transportation. At E-Fill Electric, we believe that the future is electric, and we are committed to driving positive change in the EV industry.

## Skills

- Equipment Monitoring and Assembly
- Equipment Troubleshooting
- Appropriate Tool Selection
- Inventory Management
- Troubleshooting and Diagnosis
- Work Documentation Management
- Problem and Issue Resolution
- Service Ticket Accuracy
- Design Planning and Improvement
- Pressure Handling
- Scheduling and Coordination
- Quality Assurance
- Customer Relationship Management
- User Training
- Reports Preparation
- Root Cause Analysis
- System Testing
- Excellent oral and written communication

## Job Profile

- Kept records of parts and equipment used in projects and update inventory.
- Modify reports, AMC documents, user manuals, operational manuals, and instructions for end users.
- Completed scheduled appointments on time to drive quality service.
- Provided technical support for customers on site or remotely via phone or emails.
- Quickly and thoroughly diagnose and troubleshoot technical issues related to EV charging stations, encompassing hardware, software, and connectivity issues.
- Coordinate with internal teams and external vendors to resolve complex technical issues promptly and effectively.
- Perform routine inspections and proactive maintenance to detect possible issues and guarantee peak performance of EVSE (Electric Vehicle Supply Equipment).
- Provide timely and courteous assistance to users of EV charging stations, addressing inquiries, troubleshooting issues, and offering guidance on charging procedures.
- Respond promptly to customer feedback and concerns, striving to deliver a positive and satisfactory experience for all EV drivers.
- Educate users on the features and capabilities of EV charging infrastructure, promoting awareness and adoption of electric vehicles.
- Maintain accurate records of service activities, including maintenance schedules, repair logs, and customer interactions.
- Generate reports on service performance, equipment status, and user feedback to track trends, identify areas for improvement, and support decision-making processes.
- Stay updated on the latest developments in EV technology, industry standards, and best practices for EVSE maintenance and support.
- Participate in training sessions and workshops to enhance technical skills, improve customer service techniques, and expand knowledge of EV charging technology.
- The position may entail periodic visits to EV charging sites for the purpose of maintenance or repair tasks.
- Flexible working hours may be necessary to accommodate service requests and emergencies, including evenings, weekends, and holidays.
- The position may involve exposure to outdoor environments and inclement weather conditions during field service activities.

## Activities & Interests

- Meeting New People
- Watching Scientific Movies
- Reading Books
- Photography
- Playing Badminton
- Travel

## Personal Information

- Father's Name: - Mr. Balram
- DOB: - 25/11/1998
- Gender: - Male.
- Marital Status: - Unmarried.
- Nationality: Indian.
- Religion: - Hindu.
- Language Known: - English, Hindi.
- Permanent address: -V.P. O- Jhundpur, Distt- Sonipat (Haryana).

## Declaration

I hereby declare all the all the information and facts given above true to best of my knowledge and belief.

Naveen Parjapat