Dinesh Prasad Bhatt

Present Address:

Cummins India Office Campus

Survey no- 21

Balewadi

Pune- 411045

Tel: 09040130477

[dineshgichi@gmail.com](mailto:dineshgichi@gmail.com)

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| OBJECTIVE: |

* Seeking a challenging carrier by giving all my skills to my profession and awaiting for a initiative role.

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| SUMMARY OF EXPERIENCE: |

* Regional Service Engineer from 22may 2017 to till date in Cummins.
* 34 nos Cummins Dealer Handling.
* **Cummins BSIV diagnostic experience (Cummins Emission System), BSVI Training done at Cummins after treatment system Jamshedpur Plant.**
* Cummins Turbo & Fuel System diagnostic experience
* Cummins dealer handling experience.
* Handling Tractor Complaint in TAFE.
* Technical Trainee from 03December 2007 to 02 December 2009 in Manufacturing Department Delphi-TVS.
* Associate Manufacturing 03 December 2009 to 01 January 2011 in Manufacturing Department Delphi-TVS.
* Line in charge in production line Delphi-TVS.
* Associate Manufacturing 02January2011 to 30 June2013 in Quality Department Delphi-TVS.
* Junior Engineer –Field Service from 01July2013 to May 2017 in Marketing Department Delphi-TVS.

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| ACADEMIC QUALIFICATION: |

* B. Tech in Mechanical Engineering from KARNATAKA STATE OPEN UNIVERSITY in 2014 (73%).
* B.Sc. PCM from Garhwal University in 2007 (65%).
* 12th PCM from Uttarakhand board in 2004 (56%).
* 10th from Uttarakhand board in 2002( 60% ).

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| **About Company Current Company:** |

* Cummins in India, a power leader, is a group of complementary business units that design, manufacture, distribute and service engines and related technologies, including fuel systems, air handling, filtration, emission solutions and electrical power generation systems.
* Working on current BS IV engines and emission systems in field service on diagnosing and troubleshooting for Tata Motors at Dealers and customer sites.
* Have been working with Cummins BS VI projects for Tata motors and Ashok Leyland, gone through training on BS VI technical capability training at Cummins plant.

**About Previous Company:**

* DELPHI TVS DIESEL SYSTEMS LTD is a joint venture between Delphi Corporation, U.S.A and T.V. Sundaram Iyengar& Sons India.
* The company manufactures Diesel Fuel Injection Pump, Injectors and filters for Tata, Mahindra, TAFE, JCB, Ashok Leyland etc.
* Delphi-TVS believe that its success is based on the solid foundation of customer satisfaction, continuous innovation and total employee involvement.
* Delphi-TVS has obtained ISO/TS 16949 and ISO 14001 Certifications. The company has now won the JIPM TPM Excellence Award (first category).

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| JOB P ROFILE/RESPONSIBILITIES: |

* Handling & Managing dealers/ Dealer Management
* Holset Turbo Service Support
* Developing dealers (Developing the product portfolio)
* Setting up and managing Components Care Centers (CCC) for components service/sales.
* Project management, experience in handling dealers/channel partners
* Expand capability – add more products to the portfolio
* Checking the performance
* Travelling across
* Dealer coordinator - Handling complaints
* Will get support for technical support from service team
* Close monitoring of all service issues pertaining to location/zone earmarked thru daily tracking.
* Close monitoring of turnaround time for all service provider.
* Delay more than24 Hrs to be escalated with reason for delay like manpower, parts availability, service quality issue etc.
* Visiting all OE dealers and resolving their concerns if any and collect their feedback pertaining to all applications.
* To support all Authorized Service Dealers regarding any product issues, and spare parts availability etc.
* To provide Technical support to Dealer.
* Organizing various promotional campaigns. Mechanic meet, Dealer meet etc and training program to all service mechanics,
* Neutral garages and End customers.
* End user customer satisfaction analysis thru data collection during various interactions.
* Keep updating OEM Dealer V.s FIE Dealer Mapping.
* To identify/survey potential neutral garages for appointment as ASP/ASD to expand our network on need basis.
* Weekly & Monthly Report to the plant on all the issues related to service.
* Assist in resolving the Warranty issues, if any with ASD/ASP.
* Monitoring the Test Bench/Tools conditions and communication to SPMC.
* Feedback to the plant regarding any product failure issue.
* To participate in joint investigation along with OEMs and their dealers.
* To attend and diagnose complaint at Dealer locations.
* To Audit service locations(both commercial and Technical) once in Three months.

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| TRAININGS AND CERTIFICATE: |

* 5S, 3M, SPC,KAIZEN, 6- Sigma
* 7 QC TOOL, POKA-YOKA
* Manufacturing Associate Training Program certify by TVS Training and Service Ltd.

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| STRENGTH: |

* Always Ready to Accept Challenges.
* Positive Attitude.
* Work with a Team.

**Current CTC : 650000**

**Notice Period : One Month**

**Expected CTC :**

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| PERSONAL DATA : |

Father’s Name :Mr.VidyaDutt

Permanent Address :Vill.-Dadwa, P.O.-Sweer

District - :TehriGarhwal(Uttarakhand)

Mob.No.- :09040130477

Date of Birth : 04-07-1986

Languages Known :Hindi, English

Hobbies :Reading book

I have adequate ability to work hard with heart, head and hand. I am extremely comfortable while working with deadlines,

which I believe increase human efficiency. I am all set to prove my worth.

DATE:

PLACE: (Dinesh Prasad Bhatt)