


# Parijat Karak

## Service Operations- Incharge

 Navi Mumbai, Maharashtra

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- **Operations Manager** with more than 14 years of experience in leading multiple teams across various locations in Customer Service.
- **Project planning** which includes work schedules, plan, timelines along with adhering strictly to the procedures and policies of the organization.
- Providing **End-To-End Solution** in case of issues and tracking it down to its closure, along with sticking to the guidelines of the organization.
- **Cost management**, i.e. driving down costs while increasing quality and efficiency through training and process improvements.
- **Resource management** which includes managing resources, timeframe, and prioritization based on the business / client requirement.
- Performing **BAU** for key customer service specific activities i.e. account receivable, billing, payroll duties.



## Work History

2012-12 – 2023-08

### Service Operations -Incharge

*TATSUNO India Private Limited, Navi Mumbai*

- **Leading & Managing multiple** teams across various **Geo-location** ensuring **24x6 Customer Support Service**.
- Developed **escalation matrix & procedures** to ensure timely response and resolution considering customer requirement.
- **Project Management & Planning** for overall Service delivery, consisting of all delivery parameters like SLAs, MTBF, MTTR, FTR and HSSE compliance meet as per contract completed stipulated timeline.
- Appreciated by Organization & client in **Cost Reduction** for implementing waste reduction strategy which reduced waste by 50% over 2 years and reduced customer service staff turnover by 25%.
- Ensuring that all **revenue** due is billed on time and following-up with the customer in case of pending receivables.
- **Pre-sales support**, understanding Service Level Requirement with customers.
- Meet with clients to review support model and to ensure effective client service strategies. **Audit** the retail outlets and also necessary tools are present with the engineers on Field.

2010-01 - 2012-10

- Adhering to **compliance** to all internal and external quality standards.
- Responsible for **operational cost management**, utilization and productivity maximization.
- **Resource management** which includes managing resources, timeframe, and prioritization based on the business / client requirement.
- By effective **revenue and cost management** ensuring improvements in margins of the project P & L.
- All required **MIS reports** to be generated and provided to the concerned team.
- Co-ordination with Stores and finance team for the inventory movement of spares to field service team. Also, reconciliation monthly report and publishing it to the management.

### FSE(Field Service Executive)

*TVS Electronics Ltd, Mumbai*

- Handling Multi Brand (Haier, Huawei, Lava and Acer) Mobile repair service center of 20 ASPs across MP and CG.
- Handling IT product (Printer, ATM machine, Keyboard) through direct support in Mumbai branch.
- Analyze the KPIs for Team and Monitor quality control services and TAT
- Follow the brand SLA (service level Agreement).
- Assure that the technicians are handling the repair of defective items in compliance with the repair target time.
- Maintain open channels with supervisors, to receive & analyze customer's complaints and to come up with relevant solution.
- Monitor the Checklist of Minimum Spare Requirement (MSL) by ASP audit

2006-09 - 2010-01

### City- in Charge

*Essar Telecom Retail Ltd, Mumbai*

- Handled repair category of MP and CG mobile store.
- Providing the Technical information of new products to TMS engineers.
- Improve the call volume of service centre.
- Reporting to Regional Manager and State head daily basis.
- Escalation handling according to our escalation matrix.

2003-11 - 2006-08

### Service Engineer

*Bright Point India Private Ltd, Mumbai*

- Involved Testing, troubleshooting and servicing of Nokia mobile phones on component level (L-3 operation).
- Fault finding of GSM handsets in various sections like Power, RF, Base Band using GSM tester.
- Troubleshooting, tracing and solving, Software upgrading and data link connection

2000-06 - 2003-07

- Proper quality control of all handsets
- Provide Software training of L2 centers.
- Maintain regular productivity and L3 bounce Call
- Tuning done by GSM tester before dispatch customer
- Use MARTIN and ERSA for Soldering and de-soldering of Lead free models



## Skills

- Project & Operations Management
- Cost Reduction & Analysis
- Incident Management
- Resource & Vendor Management
- Performance Management & Improvement



## Education

- **Diploma in Digital Electronics**  
*S. H Jondhale Poly, Mumbai, Maharashtra State Board - India*



## Accomplishments

- Completed Internal Audit Program ISO 9001:2015 and ISO/IEC 90079-34:2018
- Best Performance Team Leader of the Year Q2-Q3 2017, TIPL
- Best Performance of the Year 2015-16, TIPL
- Best Employee of the month April 2011, TVS-E
- Best Team of the month April 2011, TVS-E



## Personal Details

- Father's Name: Mr. Karunaprasad Karak
- Birthday: Feb 20, 1983
- Gender: Male
- Marital Status: Married
- Nationality: Indian