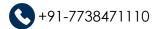
# Parijat Karak

#### Service Operations-Incharge



in https://www.linkedin.com/in/parijatkarak-4a9a315b





- 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**

## 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.

2012-12 - 2023-08

2010-01 - 2012-10

2006-09 - 2010-01

2003-11 - 2006-08

- 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

#### 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.

#### **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

- 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

#### 2000-06 - 2003-07