**CURRICULAM VITAE**

**Aziz DilawarAwate**

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**OBJECTIVE:**

To obtain a challenging position in an organization, where I can share my ideas, know others views and implement whichever is the best. Intend to build a career with leading corporate of hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in a challenging and creative environment.

**PROFESSIONAL SNAPSHOT**

* A competent and diligent professional, offering **14 years** of exposure across **Customer Service, Field Service, Branch Operations and Relationship Management and Team Management**  abreast with the latest trends and technologies of the field.
* Professional with natural flair for building relations, customer service and proven abilities in **achievingoptimum level of customer satisfaction**
* Adept at **Process Management, attaining service deliverables**& customer satisfaction, administrative & management functions and experienced in improvement in efficiency of operations.
* Excellent communicator with exceptional **talent for problem solving through reasoned thought processes**, as attested to by a track record for customer satisfaction
* Effective at **interacting with customers**, **problem-solving**and **relationship management** with a keen urge towards serving the customers effectively.

**Employment History**

Currently working at Soham Telecom as Service Head for Anuron & TCL Led TV. Responsible for all Service activity and after sale operations

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| --- | --- | --- | --- |
| **Sr.No** | **Organization** | **Designation** | **Duration** |
| 2 | Soham Telecom | Service Head | Aug 2020 – till Date |
| 3 | K C Mobitech Pvt Ltd ( OPPO Mobile ) | Service Manager | 5 Dec 2015 – April 2020 |
| 4 | MSR Telecom ( Bloom Mobile ) | Area Service Manager | July 2014 – Dec 2015 |
| 5 | Celkon ImpexPvt Ltd | Service coordinator | Jan 2013 – Jun 2014 |
| 6 | TVS - E Service Tec ( HTC Mobile ) | Sr Service Engg. | Oct 2010-dec 2012 |

**Academic and Professional Qualification**

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| Year | Course | Institute |
| 2005 | B. A | Kolhapur Uni.  |
| 2004 | Mobile Repair Course | Bright Services |
| 2003 | Diploma in Information Technology  | MKCL |
| 2003 | Diploma in Computer Hardware | Bright Services |

**Detail Work Exposure**

* Appointing New ASP & Finalizing Service center locations for Own Service centers. ( OPPO Brand)
* Taking follow up for new service center constructions. ( OPPO Brand)
* Purchasing new equipment for Service center.
* Handling Service team of 80 Staff includes Service Engineer, CCO, Warehouse, and Tech Support.(OPPO Brand)
* Maintaining MSL in Service warehouse.
* Preparing monthly Service claims.
* Maintaining 1Hr Repair TAT.
* Preparing KPI, C- SAT reports.
* Conducting Monthly Spares Audit of WH & SC.
* Working on Daily reports from management team.
* Conducting monthly training & Review meets of Service center In charge team.
* Conducting monthly training for Service support team.
* Labor claim payments processing.
* Spare return cycle ( Defective , Good Parts )
* DOA / DAP Tracking.
* Completing full and final settlement of closed ASPs.

**Overall Responsibility**

* Review of following key areas:
* After Sales Service Management
* Training management
* Inventory management
* customer relationship

**Achievements:**

* ***Achieved Certificate , Trophy &Rs 11000/-award for Outstanding Performance in MSR Telecom***

**PERSONAL DETAILS :-**

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| --- | --- |
| **MARITAL STATUS**  | MARRIED |
| **DATE OF BIRTH**  | 14-12-1982 |
| **LANGUAGE KNOWN** | English, Hindi and Marathi |
| **HOBBIES** | Travelling, Cricket, Reading, Social Media |
| **REFERENCE**  | Will be provided as and when required. |

Presently residing in Pune Katraj.

**KEY SKILLS**

* Self motivating
* Mentoring and Team building
* Analytical Decision making