

TARPAN MONDAL

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Seeking assignments in Operations Management/ Customer Support

CORE COMPETENCIES

- Client Relationship Management
- Operations Management
- Process Re-engineering
- Service Operations
- Maintenance
- Service After Sales
- Customer Coordination
- Field Engineering

CAREER GRAPH

Since Dec 2019 @ Bharti Airtel Telemedia Ltd. (DTH), Location Territory Service Manager

May 2018 – Dec 2019 @ Rivigo Services Pvt Ltd. (Formerly known as Trucks first services Ltd.), Location Senior Executive Operation - PSE

Jul 2017 – May 2018 @ Philips Lighting India Ltd. (Off role under Magna Infotech), Location Service Support Engineer (Off role)

Sep 2015 – Jul 2017 @ G S Atwal (Co.) & Engineers Pvt. Ltd., Location Maintenance Engineer Operations (Off Role)

Oct 2014 – Aug 2015 @ Singh Electricals, Location Trainee Electrical Engineer (Off role)

ACADEMIC CREDENTIALS

B. Tech. (Electrical Engineering); 2014
K.I.E.M., WBUT with A+

PERSONAL DOSSIER

Date of Birth: 27th August 1993

Current Address: Adarpara, Post-Kadamtala, Jalpaiguri, PIN -735101, West Bengal

Permanent Address: Village Ramnagar, Post- Barakar, Asansol, Paschim Bardhaman-713324, West Bengal

Languages Known: Bengali, English and Hindi

EXECUTIVE SUMMARY

- An astute professional with **over 6 years** of experience in Operations Management, Process Management and Client Servicing.
- Proficient in streamlining processes and training systems with in-depth understanding and continuous optimization of individual, KPI's, SLA's, objectives and targets.
- Strong ability to isolate problems, analyze data and drive business strategies, decisions, and solutions with a track record as a change agent and transformative force in organizational and operational improvements.
- Known for working on projects such as street lighting at Victoria Memorial Palace, FIFO World Cup 2018 under Nineteen, lighting project at TIMKEN, JUSCO, TATA Steel Jaipur, Odisha, Lux level measurement ISWP, Jamshedpur: Earth moving, Raw material handing at Reliance power project at MP, Singrouli, Logistics Support provide to ITC, Zydu, Zuventus, Alcem, TGBL, Britania, Cocacola, Nestle North and South Bengal.
- Possess strong process management, prioritization and multi-tasking capabilities. Excellent leadership, influencing, organization, communication, interpersonal and teamwork skills.

KEY RESULT AREAS

Operations Management:

- Ensuring compliance to all processes as per Service Level Agreements.
- Formulating operational goals and developing business plans for the achievement of these goals.
- Preparing, generating and developing reports in varying levels of detail based on the audience.
- Streamlining overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

Client Relationship Management:

- Dealing with high-net worth individuals in a professional and mature manner.
- Providing support to customer's queries via chat and phone medium.
- Maintaining customers account and ensuring proper workflow of orders.
- Participating in the department level activities such as Rewards & recognition and other initiatives taken by the department.
- Improving team's quality performance by providing feedbacks on weekly basis on soft skills for the team.

CAREER CONTOUR

Since Dec 2019 with Bharti Airtel Telemedia Ltd. (DTH), Location as Territory Service Manager
Accountabilities

- Meeting the customer SLAs regarding DTH Installation, field repairing along with ensuring compliance to policies and processes as communicated by the AM.
- Monitoring deviations from SLAs & analyzing root cause along with taking corrective actions in timely manner to meet SLAs.
- Providing effective resolution of customer complaints and ensuring resolution of customer complaints in the assigned territory within target time.
- Ensuring closure of each service request loop by the concerned engineer, intervening and handling complaints in case of incorrect installation calls by Engineers.
- Planning field visits periodically to collect and analyze data on quality of services provided vis--vis competitors.
- Carrying out quality check as per pre-defined parameters on the performance of each Engineer in the team on a periodic basis.
- Conducting Audit High ageing of stocks regularly to avoid partner penalty, swap and commercial order process.
- Material Handing, Spare Planning, Warehouse coordination, emergency Seasonal Stock maintenance, reverse Logistics, Defective dispatch within TAT, Maintain FIFO, DC generate.

CAREER CONTOUR (Contd.)

May 2018 – Dec 2019 with Rivigo Services Pvt Ltd. (Formerly known as Trucks first services Ltd.), Location as Senior Executive Operation - PSE

Accountabilities

- Managed the operations and planning of Pitstop, and regular Maintenance/service of Material Handling Equipment (like Hand Pallet Trucks/Stackers/Arial Work Platforms/Lifting Hoist/Conveyor/Hand truck Trolley/Fork Lifts/RF Guns/Scanners etc.) Vehicles Electrical system (Self/Fuse/Relay) and over all maintenance.
- Monitored, analyzed, optimized Toll-Non Toll Cost and ensured driver utilization per KM cost/ fuel efficiency and vehicle movement.
- Performed supply chain implementation at zone, retail business, E-commerce fleet transport tracking, customer delivery service, client support and back office operations.
- Ensured the best performance in terms of TAT, SLA, Hub Waiting time - PSWT, AA, Pilot life style, Placement Assurance, Pilot State and Indiscipline.
- Material Planning and Handling, DC collection, Maintain FIFO, Ensure Delivery, Route planning, Placement assurance to clients

Jul 2017 – May 2018 with Philips Lighting India Ltd. (Off role under Magna Infotech), Location as Service Support Engineer (Off role Quess Corporation)

Accountabilities

- Performed after sales service and maintenance of commercial, industrial & professional of LED Solar Lighting projects under EESL, Power Grid Govt. Schemes like DDUGJY, RGGVY.
- Conducted Energy Audit and Lux level measurement and handled B2B, B2C Complaints.
- Maintained Service TAT, Service Level Agreement (SLA) and Extended Warranty (EW) service operation, inspection & quality check of products.
- Spare material Handling and planning, Defective Reverse logistic Collection, Coordination with Warehouse and Field Team.

Sep 2015 – Jul 2017 with G S Atwal (Co.) & Engineers Pvt. Ltd., Location as Maintenance Engineer Operations Off role

Accountabilities

- Executed ground operations of electrical activities of Sub-station, coal & raw material handling plant and washer.
- Managed a team of labor, technician, vendor, contactors and ensured on time resource availability.
- Analyzed and maintained equipment performance, planning for service schedule of all equipment at site.
- Prepared MIS and operation reports and checked the daily tasks and prioritized work as per requirements.
- Material Receiving at Site, store handing, Record Keeping, Spare allocation to Field maintenance support team.

Oct 2014 – Aug 2015 with Singh Electricals, Location as Trainee Electrical Engineer (Off role)

Accountabilities

- Performed maintenance and troubleshooting of Electrical System Like transformers, LT-HT motors, Overhead LT-HT lines, Circuit Breakers and Submersible pumps.
- Checked and verified sub contractor's bills and supported the site in charge for monthly billing and collections.
- Handled the collections of payment, maintain office records, tender, notice, fuel consumption, courier details, contract, staff detail, salary, PF and another official auxiliary.
- Maintain records of materials, Spares, Instruments at Site, allocated to Technicians, Order Booking Etc.

INDUSTRIAL VISITS/ PROJECTS

- Undergone training at The Durgapur Projects Ltd (DPL), on Thermal Power Generation, Switchyard and Substation Operation from June- July 2012.
- Completed Training at The Damodar Valley Corporation (DVC), on Hydro power generation, various operations of relays, Maintenance of transformers, Applications of Current & Power, transformers Power Transfers to grid from 21st Jan – 6th Feb, 2013.
- Training done at West Bengal State Electricity Transmission Company Limited (WBSETCL), Durgapur 220 KV substation on Power Transmission and Distribution from on June 2013.
- Undergone training done at The Steel Authority of India Limited (SAIL) at Durgapur Steel Plant (DSP), on Axel & Wheel Manufacturing Plant, Blast Furnace, Various Mills, Raw Material Handling Plant, Coke Oven on Aug 2013.