

Shareefsab M Nadaf

Technical Support and Warranty Administration

CONTACT

- 9071307975
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- Bangalore, Karnataka, India.

SKILLS

- Technical support
- Time Management
- Strategic planning
- Team leadership
- Customer relationship management
- Team collaboration
- Documentation and reporting
- Continuous improvement
- Problem solving

LANGUAGES

- English (Manage)
- Kannada (Fluent)
- Telugu (Manage)
- Hindi (Flunet)

EDUCATION

Jul-2016 ~ Sep-2019
Diploma in Mechanical Engineering
Lakshmeshwar, India
GPA : First class with Distinction.

PERSONAL DETAILS

Date of birth : 29/06/2000
Marital status : Unmarried
Gender : Male
Nationality : Indian
Birth place : Haveri, Karnataka



PROFILE

A Seasoned Technical Support & Warranty Administration with over 3+ years of experience in the Construction Equipment Industry, demonstrating strong proficiency in optimizing business practices and aligning operations with customer needs. Known for an empowering leadership style that fosters team development and ensures a culture of exceptional service delivery and high customer retention rates. Committed to driving continuous improvement and achieving operational excellence while consistently exceeding customer expectations.



WORK EXPERIENCE

Technical Support & Warranty Administration, Bengaluru, India Aug-2024 - Current
Hampi Equipment's LLP, Bengaluru, Karnataka, India.

Company overview : Authorized Dealer of Hyundai Construction Equipment India.

- As a Technical Support & Warranty Administration 600+ Excavator And 30+ Rock Breaker warranty claim submission & part's fitment, maintain the MTTR.
- Coordinated service operations, optimizing workflow efficiency and enhancing overall customer satisfaction through proactive issue resolution.
- Experienced in Remote Management Control Unit (RMCU) - Critical alert's and Notifications for equipment issue.
- Hands-on experience in inspection, maintenance, and troubleshooting of hydraulic major components swing & track motors, center joint, cylinders, MCV & hydraulic pumps.
- Troubleshooting CMCU/MCU faults, hydraulic-electric interface problems, and safety system errors in excavators, including wiring faults, sensor issues.
- Performed inspection, repair, and adjustment of engine components such as injectors, fuel pumps, turbochargers, cooling systems, and air intake systems.
- Performed inspection in Rock Breaker maintenance of key components such as accumulators, pistons, chisels, control valves, and hydraulic hoses, troubleshooting including low impact force, slow response, and abnormal noise.
- Processed warranty claims efficiently, ensuring compliance with company standards and reducing claim processing time significantly..
- Conducted regular audits of warranty claims to ensure adherence to policies, resulting in improved compliance and accountability.

Service Engineer, Bengaluru, India

Dec-2022 - Aug-2024

Hampi Equipment's LLP, Bengaluru, Karnataka, India.

Company overview : Authorized Dealer of Hyundai Construction Equipment's India.

- As a Area service engineer handling 35+ Excavator and 4+ Rock breaker.
- Diagnosed and resolved mechanical issues in equipment, enhancing operational efficiency and reducing downtimes significantly.
- Implemented preventive maintenance schedules, ensuring optimal performance and prolonging equipment lifespan through systematic checks.
- Engaged with customer to understand their needs, providing tailored solutions that enhanced service quality and customer relationships.
- Analyzed, troubleshoot and diagnosed problems and provided prompt repair and solutions.
- Tended to machines, troubleshoot malfunctions and completed basic repairs to keep equipment fully functional and well-maintained.
- Diagnosed and repaired equipment malfunctions, ensuring optimal performance and minimizing downtime for clients in diverse industries.
- Provided expert advice on parts selection and sales, enhancing customer satisfaction and driving repeat business.
- Coordinated promotional events, effectively increasing product visibility and driving sales during peak seasons.

AGS TTL Service Engineer, Bengaluru, India

Sep-2019 - May-2022

- Diagnosed and resolved complex technical issues, improving system reliability and reducing Led preventive maintenance initiatives resulting in enhanced equipment performance and reduced service call frequency.
- Trained and mentored junior engineers on best practices, fostering a culture of knowledge sharing and continuous improvement.
- Collaborated with cross-functional teams to implement process enhancements, streamlining service delivery and increasing customer satisfaction.