

Resume

Vijay Vishnu Chavan.

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Address: - D-204, Triveni Garden, Adharwadi Road, Kalyan (West)- 421 301, Maharashtra, India.

Enriched experience of 12 years with well-known Automobile Manufacturers in almost all areas of Service Administration & field service. Overall experience of GSE (Ground Support Equipment) maintenance, projects, planning & training with well-known airlines since 2007.

M/s. InterGlobe Aviation Limited (IndiGo Airlines), Gurgaon.

Duration: - April 2024 till date.

Position: - Senior Manager – GSE Training.

Main Responsibility: -

To enhance technical knowledge & skill of technicians on repair & maintenance of Ground Support Equipment leading to increased efficiency of staff and availability of equipment to support operations.

Specific Job Functions: -

- Monitor ASE (Aircraft Service Equipment) refresher training of all the staff based & aligning trainers.
- Maintaining training records & preparing monthly reports.
- Coordinate with ifly team to migrate monitoring from excel tracker to LMS & HONO.
- Coordinate with GSE RM & HR for manpower requirement & onboarding of candidates.
- Improve & enhance module content for effectiveness of training.
- Preparing training budget & review expenses.

Duration: - February 2017 to March 2024.

Position: - Regional Manager – GSE (Western)

Main Responsibility: -

To ensure service reliability and availability of all GSE at 20 stations, in the most cost-effective manner. Maintenance of GSE is carried out as per Quality Manual, DGCA (Directorate General of Civil Aviation), Airport Handling Manual (AHM) and the Departmental Manual.

Specific Job Functions: -

- Ensure maximum serviceability and availability of GSE.
- Carry out a survey of stations to gauge the condition of GSE.
- Plan and execute preventive maintenance schedules and breakdown maintenance for stations.
- Forecast, plan & monitor GSE budget.
- Arrange logistics for sending material & maintenance teams to stations on a need basis.
- Coordinate with Airport Managers for maintenance & issues pertaining to GSE.
- Compliance of Quality Audit Observations during Station Audit by Service Quality Dept., DGCA, etc.
- Liaising with OEMs for commissioning of newly purchased GSE / GSV in coordination with HO.

M/s. Jet Airways (India) Limited, Mumbai Airport.

Duration: - January 2007 to January 2017.

Position: - Manager – Outstation (Ground Support Department).

Main Responsibility: -

To ensure service reliability and availability of all Ground Support Equipment and Vehicles (GSE & GSV) at 46-line stations, in the most cost-effective manner. Maintenance of ground support equipment is carried out as per Quality Manual, DGCA (Directorate General of Civil Aviation), Airport Handling Manual (AHM) and the Departmental Manual.

Specific Job Functions: -

- Ensure maximum serviceability and availability of equipment & vehicles.
- Forecast & plan GSD budget at outstations. Monthly CPA (Cost Performance Analysis).
- Carry out surveys of stations to gauge the condition of equipment / vehicles.
- Plan & execute preventive maintenance schedules & breakdown maintenance for outstations.
- Arrange logistics for sending material & manpower for maintenance teams from Met outstations.

- Plan & forecast replacement of ground support equipment/vehicles.
- Analyse critical failures of GSE / GSV & planning preventive maintenance / modifications.
- Coordinate with Airport Managers for maintenance & issues pertaining to GSE & GSV.
- Coordinate with Annual Maintenance Contractors for supply of manpower.
- Compliance of audit observations during Station Audit by Service Quality, DGCA, etc.
- Liaising with OEMs for commissioning of newly purchased GSE / GSV in coordination with Purchase.

M/s. Eicher Motors Limited. (Presently known as Volvo Eicher Commercial Vehicles).

Duration: - April 2006 to January 2007.

Designation: - Assistant Manager - Service. (New Product Improvement & Key Accounts) Area of

Operations: - Mumbai, Thane & Raigad.

Specific Job Functions: -

- Mapping of Key Customers – Keeping Customer Contact Forms updated with latest status.
- Break-down Service Support for Key Customers – Maintaining timeliness & Quality in repairs & services.
- Preventive Service Support – Arranging Free Service Campaigns, Driver Training Programmes, Mechanic Training Programmes for Fleet Managers & Technicians.
- Key Customer Workshop Up gradation–Providing Special Tools, Parts Catalogue, Shop Manuals & Training Literature.
- Product Report – Technical reports on field failures, Mileage trials both for own & competition vehicles.
- Key Customer Satisfaction – Survey was conducted by Gallop.
- Key Customer Service Team relation building – Activities done for delighting customer service team like distributing ‘T’ shirts, Caps, Festival gifts, Lunch / Dinner for the service team.
- Building rapport with Officers of Transport Commissioner’s Office to get Transport Commissioner’s
- Approval for registration of New Models / Variants in the state of Maharashtra.

M/s. Swaraj Mazda Limited. (Presently known as SML Isuzu).

Duration: - September 2000 till March 2006. Designation:

- Assistant Engineer - Service.

Area of Operations: - Mumbai, Thane & Goa.

Specific Job Functions: -

- Regular interaction with the business associates for consistent improvement in Customer Satisfaction with enriched ‘Service after Sales’ quality standards.
- Reporting field failure analysis of initial stage complaints.
- Event Management like Customer Meet, Free Service Campaigns, Driver Training Programmes, Mechanic Training Programmes for Wayside as well as Institutional technical staff for market awareness, Product promotion & Customer satisfaction.
- Building strong and long-term relationships with retail and Institutional Customers.
- Warranty Management for effective money flow.
- Technical guidance to dealer staff in troubleshooting and maintenance / repairs.
- Upgrading dealerships with modern facilities for customer care, training technicians and service and parts target achievement.
- Building rapport with wayside technicians and garage owners by training them and providing best support possible from the company.
- Providing technical services to Non-Government and Government Organisations.
- Assisting Sales team in Product demonstration and technical support.
- Obtaining market update of competitor’s information.
- Technical assistance to get Transport Commissioner’s Approval for registration of New Models or variants in the state of Maharashtra.

M/S. Bajaj Tempo Limited. (Presently known as Force Motors Limited).

Pioneer in manufacturing 3 wheelers, utility vehicles and tractors.

Duration: - July 1995 to August 2000.

Designation: - Engineer - Service Administration.

Area of Operations: - Works, Akurdi, Pune.

Specific Job Functions: -

Warranty Claim Administration.

- Receipt of Warranty claims & material from dealers and maintaining register for the same.
- First entry of warranty claims in E.D.P.
- Physical material checking with acceptance / rejection of claims and accordingly second entry in E.D.P. with Aggregate, Spot, Defect & Rejection code if claim rejected.
- Correspondence to dealers with claim settlement statements and credit notes.
- M.I.S. of Field failure analysis and arranging warranty material for weekly warranty meetings with Production, R&D, Purchase and Planning Dept.

Reclaim Administration.

- Segregating bought out and factory-made material.
- Corresponding Vendors with Debit Notes and Goods Dispatch Note.
- Letters to vendors to depute their Technical Representative for failure analysis and thereafter to collect material or permit for disposal of material.
- Joint investigation for their failed components and preparing Minutes of Meeting.
- Packaging and dispatching the material back to vendors against GDN and maintaining the same.

VOR Order Execution in SAP.

- Receipt of VOR orders for all the products from all over India dealers and maintaining a register.
- Scrutinizing genuine VOR orders of the dealers who don't place regular orders.
- Entry in SAP system and collecting VOR back-order statements from EDP.
- Follow-up with spare parts dept. on a day-to-day basis.
- Co-coordinating with Production and Purchase Dept for the availability of parts.
- Interaction with R&D for modified / new part no. released thru Design Modification Notes.
- Continuous touch with warehouse for dispatch particulars and accordingly information to dealers.

Technical Training Programmes: -

- GPU (Ground Power Unit), ASU (Air Starter Unit), ACU (Air Conditioning Unit) Operational & Maintenance.
- Malabar Test Stand training for aircraft jacks load testing.
- Nordisk - AKE Assembly & maintenance Approval Certificate.
- Disaster Management 03 days course conducted by local municipal corporation at Mumbai airport.
- Efficient Driving Techniques & Diesel Conservation – PCRA.

Managerial Skill Training Programmes: -

- KAIZEN - the key to Japan's competitive success.
- Value Analysis - A function-oriented programme.
- Time Management & Cost Reduction - A necessity for survival.
- Changing Business Environment.
- Communication skill and Personal Grooming.
- Self-Empowerment. Positive Attitude and Customer retention.

Education Qualification: -

- Post Diploma in Automobile Engineering in 1995 with First Class from VJTI, Mumbai one of the most well-known institutes in India. Seminar on Excessive Oil Consumption in Diesel Engine & six months in plant training at Bombay Cycle & Motor Agency, Sion-Premier Automobile Ltd., authorized service Centre.
- Diploma in Mechanical Engineering from K.J. Somaiya Polytechnic, Mumbai in 1993 with First Class.
- Diploma in Industrial Mgt. from Prin. Welingkar Institute of Mgt. & Development, Mumbai with First Class.

Personal Information: -

Father's Name : -Late Shri. Vishnu Krishna Chavan
Date of birth : -7th March 1972.
Nationality : -Indian.
Marital Status : -Married.
Languages known : -English, Marathi, Hindi & Sanskrit.
Valid Passport No. : -AE 570968 valid up to 05th August 2035.

Vijay Vishnu Chavan.