

# Debasis Bhaduri

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## Crane & Heavy Equipment's Services and Technical Management

Dammam, Saudi Arabia

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### Career Summary

Highly Accomplished Senior Technical Services Manager into the field of Crane & Heavy Equipment Services, having 28 years of professional experience catering to the varied stakeholders' requirements.

### Skills / Core Competencies

Customer Services | Client Relationship | Relationship Development | Process Improvement | Inventory Control | Regulatory & Safety Compliance | Communications | Quality Assurance | Problem Resolution | Employee & Labor Relationship | Merchandising | Needs Assessment | Negotiations

### Profile Highlights

- Manage Commercial Service Administration Function
- Manage Warranty Claims Management Department inclusive of Claims Reporting and Failure Analytics related to Product Warranty processing
- Develop and commercially grow the Customer Service business
- Manage the current and future Service Network
- Target Setting – Spare Parts, Remanufacturing and Customer Solutions Revenue
- Budget Forecasting for sustainable growth
- Monthly actual and forecast financial reporting
- Manage Key Drivers (Staff Turnover / Customer Satisfaction)
- Manage the productivity and efficiency of the team
- Control and compliance of Quality Standards
- Proficient in the use of MS Office
- Having strong organizational, and customer relations skills
- Having Sense of urgency and time management
- To undertake diagnostic, service, repair, recovery and technical on Crane
- In all activities to ensure that the Safety, Quality and Environmental policies of the company are adhered to

## Professional Experience

### Operation Manager – Saudi Arabia

Yusuf Bin Ahmed Kanoo Co. Ltd.

Machinery Division – Rental

Dammam – Saudi Arabia

May 2021 – Till Date

**Responsibilities: SAME**

### Manager – Technical and Customer Support (Cranes and Heavy Equipment)

ARABIAN CONSOLIDATED TRADING CO.LTD. - ACT Crane Division, KSA

Sept'2017 – Mar.2020

**Responsibilities:**

- Manage and direct the local service operation
- Engage in sales activities including estimating and customer relations and prepare supporting documentation and reports
- Provide project management support and field supervision for major projects.
- Prepare supporting documentation and reports in a timely, complete and accurate manner.
- Direct and assist Service Supervisor with the planning and scheduling of service work for the existing service workforce, as needed.
- Ensure all open orders are scheduled or tentatively planned on the dispatch board.
- Ensure effective use of operative labor, maximizing direct labor in accordance with company guidelines.
- Provide managerial support to the technician workforce.
- Address performance issues, documenting as required.
- Participate in recruiting related events.
- Resolve customer complaints, within established guidelines, to the satisfaction of the customer and in the best interest of the company. Any unresolved issues quickly elevated to the next level of management for prompt resolution.
- Ensure strict compliance with all requirements of the Contract Retention policy. Oversee the contract renewal process to ensure customer needs are met in a timely manner and opportunities are not lost. Refer non-renewals to Service Sales Representative. Prepare and submit monthly report of activity. Establish and maintain on-going communications with the Service Sales Representative to address issues related to the customer base.
- Oversee routine changes to the open orders, as needed. Ensure open orders report reflects the current status of any active service work.
- Ensure time tickets and expense reports are complete, accurate and approved according to company guidelines and that hours are allocated to the appropriate job and are properly classified.
- Ensure quality control program is administered in accordance with company policy.
- Monitor and coordinate the maintenance of company equipment and assets to ensure they are in proper condition and good working order.
- Ensure branch employees receive appropriate levels of training. Coordinate training requirements and schedule with Country Manager and within budgeted guidelines.
- Conduct spot inspections and audits of the service technicians' , equipment and vehicles and record the results.
- Follow all established safety rules and procedures, including those established by the customer.
- Other duties as assigned by supervisor

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## **Asst. Manager Technical (Machinery Divn)**

**YUSUF BIN AHMED KANOO CO.LTD, KSA**

**Sept'2010 – June'2017**

### Responsibilities:

- Accurate troubleshooting of crane system problems
- Fully document all reported customer complaints in order to provide data for continuous improvement programs
- Assisting technical / maintenance team for assembly, disassembly and operation of mobile cranes.
- Maintain customer service expertise through continued technical training and advanced education opportunities
- Support new product development through participation in and support of integrated product development teams, as well as the integrated product customization process
- Meet defined customer service metrics for Manitowoc Crane CARE contact center in order to meet business plan objectives
- Respond to requests for quotation by performing research in order to provide accurate pricing and availability of parts
- Safety - Maintain departmental housekeeping, perform job functions in a safe manner, wear all PPE required by Company Policy were required, know & follow established job specific and facility wide safety & health procedures and rules, participate in safety and health training & demonstrate competency based on training received, and bring safety and health issues, unsafe acts, and safety suggestions to management's attention

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## **Sr. Technician Cum Operator**

**GLOBE GROUND INDIA – Lufthansa Group - India**

**Nov.2006 – Aug.2010**

(Received offer as GSD Manager when resign in the year 2010)

### Responsibilities:

- Perform Preventive maintenance, Fault Diagnosis and Repair Lufthansa Air Lines Handling Equipment's
- Maintains accurate service records so that the performance of equipment can be monitored.
- Execute Job Work as allotted in system with planner for each of above-mentioned tasks.
- Performs all prescribed safety procedures, point of work risk assessment at every job and site.
- Strive to upgrade technical knowledge pertaining to the field of work

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## **Territory Manager Service – Southern Region**

**HINDUSTAN MOTORS LIMITED – INDIA**

**Sept'1988 – Oct'2006**

### Responsibilities:

Daily planning and coordination of service technicians work assignments by creating and maintaining technicians' work schedules to meet customer requirements

- Respond to customer calls, prepare quotes and define expectations and triage customer requests
- Open, review and approve work orders for parts, time entry, parts requisitions and purchase orders
- Create daily status updates of all open work, schedule updates and initiate invoicing process

- Produce quotes for customers for repairs and maintenance
- Ensure effective, accurate reporting, data management and record keeping is in place
- Serve as a customer contact for issues that require special attention or need to be escalated
- Monitor workshop or field activities and report on trends to reduce future service calls
- Maximize efforts to ensure appropriate levels of STW and timely attend customer complaint.
- Work in conjunction with the Warranty department to support customer warranty and claims issues
- Maintain effective, accurate reporting, data management and record keeping
- Support employee development through orientation, training, apprenticeships, and performance management

## Educational Qualification

Automobile Engineering – AMIAE – Madras	1988 – 1990
Mechanical Engineering – IME India – Mumbai (Project Not Completed)	1990 – 1994

## Professional Trainings

Gained insight through various Manufacturers training on the following subject areas:

- ✓ GMK Crane- CST, CTO, GMK Introduction, GMK 1, 2 & 3 at Dubai Training Center
- ✓ Hyster - Reach Truck and C 1.5 VNA at Italy training center.
- ✓ Rigger Level I, II and III at TUV Nord KSA
- ✓ Attended Safety and Security training at Saudi Aramco & Director General of Civil Aviation
- ✓ TLD Ground handling Equipment's
- ✓ Airport Driving
- ✓ THERMO KING Air Condition System
- ✓ ISUZU Engine and Transmission
- ✓ Rane power Steering
- ✓ KBX Brake
- ✓ MICO and Lucas Fuel Injector system with Electrical Parts and circuit.
- ✓ MRF Tire
- ✓ Car Air-condition from SUBROS and SANDEN VIKAS.
- ✓ MPFI (Multi Point Fuel Injection System)
- ✓ NIKKI and MIKUNI Carburetor
- ✓ MACNEILL Engineering Ltd. For Battery Forklift
- ✓ Internal training from R&D, QC, Engine Assy. Line, CNC divn, Foundry, Paint Shop and Production dept. (Factory training in each dept. one month).

## Personal Details:

Permanent Address: "Renuka Apartment"  
First Floor, Flat No. B-2  
Naipukur – Reckjoani  
PO & PS : Rajarhat  
Kolkata – 700 135  
West Bengal –India

Nationality : Indian

Ready to Relocations: Yes

Marital Status : Married

No. of Dependents: : Two

Date of Birth : 20<sup>th</sup>.December 1969

... Further References available upon request ...