

RITESH GUNDERAO CHATAP

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[6a0418322?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app](https://www.linkedin.com/in/ritesh-chatap-6a0418322?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app)

Dedicated and ambitious mechanical engineer with 8+ years of experience in technical support, supervision, and coordination. Proven track record of ensuring efficient customer support, maintaining uptime, and managing site operations. Seeking a challenging role to utilize my skills and knowledge for better growth.

PROFESSIONAL EXPERIENCE

Svenska Technology PVT. LTD.

Junshi Prayagraj (UP)

Claim Administrator

May 2024–Present

- Managed and processed claims from receipt to settlement, ensuring timely and accurate resolution.
- Conducted thorough investigations, analyzed claim data, and made recommendations for claim settlements.
- Ensured compliance with company policies, procedures, and regulatory requirements.
- Maintained accurate and up-to-date records of claims, including documentation and communication.
- Provided regular progress updates and feedback to senior management, ensuring transparency and driving continuous improvement.
- Ensured seamless support to customers, driving business growth and maintaining a competitive edge in the region.
- Ensuring compliance with AMC & warranty guidelines through effective documentation and communication.

Svenska Technology PVT. LTD

Wani Maharashtra.

Technical Supervisor

Aug2022-May 2024

- Supervised technical operations across multiple sites, ensuring compliance with industry standards and company protocols.
- Coordinated and managed:
 - Job card preparation and workflow.
 - Parts availability and inventory management.
 - Uptime and downtime optimization.
 - Warranty and service processes.
- Achievements:
 - Improved technical efficiency and reduced downtime.
 - Enhanced customer satisfaction through effective issue resolution.

Svenska Technology PVT. LTD
Technician

Nagpur, Leh Ladakh, Korba (CG)
Nov 2019- July 2022

- Diagnosed and repaired mechanical issues with vehicles/equipment, ensuring timely and effective solutions.
- Conducted routine maintenance and inspections to prevent breakdowns and ensure optimal performance.
- Collaborated with colleagues and supervisors to troubleshoot complex problems and implement repairs.
- Utilized technical manuals, diagrams, and specialized tools to perform repairs and maintenance.
- Maintained accurate records of work performed, including repair orders and maintenance logs.
- Ensured compliance with safety protocols and regulations, maintaining a clean and organized workspace.
- Provided excellent customer service, communicating effectively with customers to understand concerns and provide solutions.

Mahindra and Mahindra PVT. LTD.

Diploma Engineer Trainee (DET)

Hingna Nagpur
July 2017- July 2019

- Operated and maintained Computer Numerical Control (CNC) machines to produce precision parts and components.
 - Set up and programmed CNC machines, including loading programs, setting tool offsets, and adjusting machine parameters.
 - Maintained a safe and organized workspace, adhering to safety protocols and regulations.
 - Troubleshooted and resolved issues with CNC machines, including errors, alarms, and mechanical problems.
 - Maintained accurate records of production, including part counts, cycle times, and quality metrics.
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EDUCATION

- Diploma in Mechanical Engineering, MSBTE Mumbai (2017).
Aggregate: 79.35%
- SSC, M.S. Board Nagpur
(2014). Aggregate: 68.80%

ADDITIONAL SKILLS

- Proficient in MS Office (Word, Excel, PowerPoint) Outlook.
- SAP MM
- Tech- Tool
- DA-Lite
- Communication & Customer Handling.

CERTIFICATION & AWARDS

Awarded a certificate from Volvo Eicher Commercial Vehicle Ltd for maintaining uptime as a site support technical supervisor.

PERSONAL INFORMATION

- Fathers Name Gunderao Gulabrao Chatap
 - Date of Birth 30.07.1998
 - Gender Male
 - Marital Status Unmarried
 - Address At.Bhendala Po. Waki Th. Saoner Dist. Nagpur Maharashtra-441113.
 - Language Known Marathi, English, Hindi.
 - Hobbies Playing Cricket, Watching Movies, Listening Music.
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