

Kuldeep Singh Rautela

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As a passionate and detail-oriented Automobile Engineer, I aim to apply my technical knowledge, diagnostic skills, and innovative thinking to contribute to the advancement of vehicle technologies, with a strong focus on electric mobility and sustainable solutions. I seek to join a dynamic organization where I can enhance my skills through continuous learning and play a key role in designing, developing, and improving cutting-edge automotive systems.

Work Experience

Indraprastha Automobile (Mahindra)

Customer Relationship Manger

DEC 2024–Present

- Greet customers and understand their vehicle concerns or service needs.
- Handle customer interaction, service update and escalations
- Ensured transparency and satisfaction throughout the service journey
- Worked closely with the technical team to align communication with real-time service updates
- Provide on-floor coaching and support to the junior team members
- Managed daily service workflows, TAT and repair quality.

Movate,Noida

Senior Engineer

MAY 2023–NOV 2024

- Carefully monitored employee performance throughout the project to ensure that all tasks remained on schedule and deadlines were consistently met.
- Managing operations across 50-60 live telecom sites daily.
- Collaborated with internal teams to design, develop, and implement digital projects, resulting in improved operational efficiency and enhanced user experience, while ensuring alignment with business objectives and timely delivery.
- Ensuring timely execution of tasks and maintaining operational efficiency.

Movate, Chennai

Engineer

MAY 2022–MAY 2023

- Identified opportunities for improvement and recommended new projects, driving innovation and enhancing operational efficiency.
- Led team training to integrate telecom services into the company's operations, enhancing technical capabilities and ensuring seamless service adoption across departments.
- Developed new tools to streamline workflows and increase team efficiency, resulting in faster project delivery and improved collaboration.
- Developed and executed customized training plans, equipping team members with essential skills and knowledge to exceed targets and drive business growth.

Education

B. Tech (Automobile) -
Class XII

MRIIRS College (2021)
Tarun Niketan (CBSE) 2016

Projects

Design and Development of Electric 2-wheeler: [SAE South | Sep 2019–Mar 2020]

- **Designed** and **simulated** double cradle two-wheeler chassis with FOS 2
- Development of **EBOM** and **MBOM** for design reports.
- Worked on **Powertrain selection**, **Motor power calculations** and **Electrical Architecture design** for Prototype.
- **Manufacturing of chasses** with aluminum tubular pipes and **assembly** of Electric 2-wheeler Purchase of equipment's, components and Materials with respect to bill of Material

Nokia Solutions and Networks in APAC INDOSAT PROJECT [Nokia | MAY 2022–Aug 2023]

- Knowledge of GSM And LTE Network Architecture
- Knowledge of GSM/LTE calls flow.
- Knowledge of LTE Architecture/ Protocol / Interface.
- Handle the maintenance of BSS systems.

Certification

Advanced Certificate Program in Electric Vehicle Design
Business Continuity Management General Awareness
Information Security Awareness
Information & Cyber Security Training Awareness

Ongoing
Issued JULY 2023
Issued September 2023
Issued February 2024

Intilipaat
Nokia
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Skills

Soft Skills
Project Management
People management
Critical Thinker
Proactive learner