

Biswajit Roy

Service Engineer

Nalapara, Guwahati, Assam

biswajitroy5qcuk_u9o@indeedemail.com

+918638975337

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a fresh graduate to grow while fulfilling organizational goals.

- Achieved 90% service solution for OEM on time within TAT.
- Achieved 98% Warranty Verification & Processes i.e., 14 days.
- Achieved 90% Customer Support Index on average with Top 10 OEMs.
- Achieved 95% (20nos Joint Investigation) success rate to close the case on spot.
- Supported in AMC revenue generation of .45cr from Northeast.
- Training & MSI, eJC revenue generated of 4Lac from Northeast.
- 90 % of Bosch Service and BMD motivated and get adopted for use of Electronic Job Card for Warranty Claims Entry.
- BS6 CR FIP training successfully conducted for 10 BS in East.
- For BS4 & BS6, 24 BDS appointed as SPOKE and 3 BDS Appointed as HUB for Common Rail System repair and testing.

Work Experience

Service Engineer

Chola MS Risk Service Ltd-Guwahati, Assam

Full-time

1 month notice period

July 2024 to Present • Full-time

Service support

Service Engineer

Bosch Limited

June 2019 to June 2019

Service Engineer

Bimal Auto Agency enterprise

August 2016 to May 2018

MSME

September 2015 to October 2015

Education

B. Tech in Mechanical)

Mahatma Gandhi University

January 2016 to December 2016

Science)

AHSEC

January 2007 to December 2007

HSLC

SEBA

January 2005 to December 2005

Skills / IT Skills

- Maintenance (5 years)
- Microsoft Office Word, Microsoft Office Excel, Microsoft Office Power Point (10+ years)
- Doeacc 'O' & 'A' Level. (2 years)
- Confident and Determined (2 years)
- Auto CAD (1 year)
- Customer service (5 years)
- Leadership (4 years)
- Microsoft Office (4 years)
- Internet Browsing (10+ years)
- CNC milling (2 years)
- Ability to cope up with different situations. (2 years)
- Ability to rapidly build relationship and set up trust. (3 years)

Certifications and Licenses

Certificate of automobile repairing and maintenance course

Certificate in DTP and Tally