

# SWAPNIL FENDAR

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## Summary

Accomplished Field Service Executive with strong technical skills in diagnosing and repairing heavy commercial vehicles. Proven ability to manage day-to-day field operations within designated territories and ensure timely service delivery. Expert in leveraging CRM systems and digital tools to coordinate with fleet managers, optimize maintenance processes, and drive business growth. Skilled in territory management and data analytics, with a focus on enhancing customer satisfaction and operational efficiency.

## Skills

Vehicle Diagnostics, Field Operations, Customer Coordination, CRM Management, Territory Management, Data Analytics, Team Leadership, Documentation, Root Cause Analysis, Quality Assurance, Energy Efficiency Optimization, Technical Drawing, Microsoft Office

## Experience

### Gro Digital platforms ltd. By Ashok Leyland

Service Engineer

Bhandara

08/2024 - Present

- Diagnosed and repaired heavy commercial vehicles for optimal performance.
- Managed daily field operations within assigned territories to ensure timely service delivery.
- Coordinated with fleet managers to efficiently address service requests and issues.
- Leveraged CRM systems to maintain accurate customer records and enhance communication.
- Monitored fleet uptime, AMC adherence, and warranty claims using digital tools.
- Analyzed service data and market insights to drive contract renewals and upsell opportunities.

### Nxtra Data Center by Airtel

Operation Maintenance Engineer

Pune

08/2023 - 07/2024

- Monitored electrical/electronics systems to ensure uninterrupted operations.
- Conducted routine maintenance and troubleshooting activities in a high-stakes data center environment.
- Utilized expertise in HVAC and electrical systems for swift diagnosis and resolution of technical issues, minimizing downtime.
- Developed and implemented proactive maintenance schedules to optimize equipment performance and reliability.
- Collaborated cross-functionally to drive energy efficiency initiatives, enhancing resource utilization and cost-effectiveness.
- Maintained meticulous documentation of maintenance activities, equipment status, and service reports for audit compliance.

### CEAT Limited

Production Engineer

Nagpur

09/2021 - 06/2023

- Implemented Quality by Manufacturing (QBM) processes on the shop floor, focusing on continuous improvement and defect reduction.
- Conducted daily layer audits to ensure compliance with quality standards and identify process deviations.
- Monitored machine parameters and performed root cause analysis using tools such as 7 QC tools, Why-Why analysis, PFD, and PFMEA.
- Promoted a culture of safety and adherence to EHS, OHSAS, and TPM practices among shop floor personnel.
- Raised 1.5 tons production on daily basis by research and process modification done by production and process department.
- Managed production targets and coordinated with workmen to achieve operational excellence.

## Education

Diploma in Mechanical Engineering

MSBTE

2020

SSC

RTMNU

2014