



GIRISH BHIWA PARAB

SERVICE MANAGER

Highly experienced service manager with over 17 years of first-hand experience in quality assurance, after-sales service and business development. Specialised in consumer electronics, home appliances, air-conditioning and kitchen appliances.

CONTACT DETAILS

+974 50079475

girish9181@gmail.com

LANGUAGES

English, Hindi, Marathi

KEY STRENGTHS

- Team management
- Quality assurance
- Leadership and team building
- Customer service management
- After-sales service
- Spares inventory management and control
- Administrative management
- Consumer electronics, home appliances and kitchen appliances
- Cost control
- Customer and dealer satisfaction

EXPERIENCE

Assistant Service Manager

Abu Issa Holding Group of Electronics, Qatar | Jan 2015 - present

Manage a team of 36 people, reporting directly to the General Manager.

Responsible for after-sales support for all product categories (consumer electronics, house appliances, air-conditioning, kitchen appliances).

Efficient service center operations management:

- Ensure revenue and gross profitability of appliances and electronics sets, and appliances spare department.
- Manage timely intending of spare parts with Store Incharge.
- Provide and implement new ideas to increase business revenue.
- Establish KPIs (Same Day Repair, Repeat Repair Ratio, First Time Fix, Turn Around Time) for breakdown of complaints and customer satisfaction.
- Submit FQR (Field Quality Report) to suppliers on product failures, quality issues, manufacturing defects. Supervise spare parts' orders and monitor the inventory to prevent obsolescence.
- Ensure timely dispatch and claim settlement of warranty claims to suppliers
- Monitor call center performance.
- Authorise product replacements approvals, petty cash vouchers, expenses etc. within the prescribed limits.

Timely and effective resolution of complaints:

- Ensure timely addressing of customer complaints with Service Supervisor.
- Identify new ERP system and implement a proper and complete real-time system for recording, executing and monitoring complaints.
- Personal intervention to resolve escalated complaints and concerns.
- Identify root causes of repeated complaints on appliances and take corrective steps to avoid future occurrence.

Team management:

- Train and motivate team in order to improve accuracy and performance.
- Arrange staff training program to improve customer satisfaction, business growth, service facility and performance of the technicians.
- Evaluate staff's progress, to determine yearly raises/bonuses/promotions based on their KRA performance.
- Other administrative and technical support as needed.

Service Incharge

Y.K. Almoayyed Group of Electronics, Bahrain | May 2009 - Dec 2014

Responsible for a team of 47 (9 directly and 38 indirectly managed), directly reporting to Service Head and indirectly to General Manager.

- **Overall service operations:** Administrative and technical support, managing business objectives, customer and dealer satisfaction, administrative management.
- **After-sales service operation** for consumer electronics, home appliances & kitchen appliances (refrigerators, washing machines, dishwashers, laundry centres, LED/LCD/plasma TVs, window and split ACs, vacuum cleaner, food processor etc.)
- Resolution of escalated customer complaints and concerns.

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SKILLS

- IT operating systems: Dos, Windows 95.98, XP, MS-Office 2000, Internet Explorer.
- Excellent time management
- In-depth knowledge of after-sales service and customer service management
- Ability to handle business and service with ease
- Great analytical & management skills

MARITAL STATUS

Married

DATE OF BIRTH

9 January 1981

Field Service Incharge

Samsung India Electronics Pvt. Ltd. | Jun 2006 - May 2009

- Reporting to Branch Service manager.
- After-sales service for consumer electronics and home appliances products in South Mumbai/East Mumbai area with a total manpower of 15 service engineers.
- Leading a technical team, responsible for all business objectives and administrative management and customer satisfaction.
- Focus on KPIs and managing call-takers team.
- Monitoring and controlling after-sales service and customer care through better Customer Response Time, Same Day Repair, Repeat Repair Ratio.
- Handling responsibility for all breakdown calls of customers and allocating them to service engineers on a local basis.
- Timely feedback on reports from service engineers.
- Product replacements for quality issues or manufacturing defects.

Service Coordinator

Western Airconditioning & Refrigeration Pvt. Ltd. | Jan 2003 - May 2006

- Reporting to Service Incharge.
- Handling South Mumbai area and providing customer service for Godrej Appliances as a Service Coordinator with a total manpower of 12 service technicians.
- Serving 5000 customers per month with services parameters of First Response Time of 4 hrs, Customer Response Time of 12 hrs and Same Day Closure of 75%, generating business of 12.5 lakhs (approx. USD17200)
- Managing and controlling spares inventory in the center, monitoring overall stores activity to ensure spares availability.
- Achieving service revenues through annual maintenance contract's sale, business collection.
- Preparing monthly bills (call charges and incentives).

EDUCATION

B.B.A. IN BUSINESS ADMINISTRATION

Alagappa University, Karaikudi Tamilnadu (India) | May 2019

DIPLOMA IN MECHANICAL ENGINEERING

M.H. Saboo Siddiqui Polytechnic Engineering, Mumbai University (India) | Dec 2007

PROFESSIONAL TRAINING

- Training on Baan & Internet Explorer (WEB) Package by Godrej Appliances Ltd.
- Training on SAP Logon System package by Samsung India Electronics Ltd.
- Training on "The Leader Who had No Title" by Mr. Robin Sharma (International bestselling Author) organised by YK Almoayyed in Bahrain
- Training on White-Westinghouse & PHILCO laundry products, washing machine and side by side refrigerators by Electrolux with certification organised by YK Almoayyed in Bahrain
- Training on "Customer Service" presented by "Flextrain training & development" with certification organised by YK Almoayyed in Bahrain