

PERSONAL INFORMATION



Lomeshkumar Chhaganbhai Mahajan

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✉ Lomesh.mahajan@gmail.com

Sex: Male | Date of birth: 26/02/1985 | Nationality: Indian

WORK EXPERIENCE

July 2014 to Present

Lecturer

Laxmi Institute of Technology

Sarigam P.O Valsad – 396155 Gujarat, India

- Delivering lectures, seminars and tutorials;
- Developing and implementing new methods of teaching.
- Designing, preparing and developing teaching materials;
- Setting and marking examinations, Supporting students through advisory role;
- Carrying out administrative tasks related to the department, such as student admissions, induction programs and involvement in committees.
- Establishing collaborative links outside the university with industrial, commercial and public organizations.

December 2013 to June 2014

Electrical Engineer: Sales and Service

Jindal Electric & Machinery Corp.

Surat, Gujarat, India

- Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers and other persons in a position to understand service requirements. Provides product, service or equipment technical and engineering information by answering questions and requests.
- Establishes new accounts and services accounts by identifying potential customers; planning and organizing sales and service call schedule.
- Repairing, installing equipment. Identify the problem and supervise the installation technicians carrying out the repairs.
- Prepares sales and service engineering reports by collecting, analyzing, and summarizing sales and service information and engineering and application trends.
- Contributes to team effort by accomplishing related results as needed.

August 2013 to June 2014

Store Manager

Maharaja Process

Morabhagal Char Rasta, Rander, Surat, Gujarat, India

- Maintaining store standards, ordering stock, labour management and managing cashiers.

February 2011 to December 2011

Customer Management Support – Retail Transformation

Wipro Limited – Origin Energy Australia.

Phase 2 Hinjewadi, Pune, Maharashtra, India

- Varied Data Entry and Administration duties as required including:
 - Mass Market Electricity/Gas Customer Billing and Customer Management Support (CMS)
 - Order Management, Exceptions, Reporting and Administration in SAP, MOE, Siebel 7.8, MDHE, Usage.
- Escalations and Complaint resolution.

- Government Rebate/Concessions Billing, Regulatory Compliance and Administration (VIC, NSW, SA, QLD).
- Clearance of customer contract orders and exceptions.

July 2009 to December 2010

Team Leader

Vcustomer India Pvt. Ltd – Videocon d2h

Nyati Business Park, Pune, Maharashtra, India

- Inspired each and every team member to perform and give their best.
- Determined the duties and responsibilities of individuals in a team.
- Analyzed the individual performance of the team and motivated them to perform even better.
- Organized training workshops to improve the performance of the members who are lagging behind in terms of performance.
- Analyzing the assigned projects and distributing the tasks to the members as per their area of expertise.
- Reported any problem or fault in the project to the Group leader or Manager.
- Offered solutions to the top management regarding project related queries.

EDUCATION

2010 - 2013 **Bachelor of Engineering in Electrical Engineering**

North Maharashtra University, India

2004 - 2007 **Diploma in Electrical Engineering**

Maharashtra State Board of Technical Education, Mumbai, India

PERSONAL SKILLS

Mother tongue(s) Marathi

Other language(s) English, Hindi, Gujarati

Communication skills ▪ Good communication skills gained through my experience as Team Leader, Sales & Service Engineer and Lecturer.

Organisational / managerial skills ▪ Leadership, Staff Training, team leading skill

Job-related skills ▪ Mentoring skills (as Lecturer, Admission officer and Team Leader, I was responsible for the training and induction of new students and staff)
 ▪ Good command of quality control process (as Team Leader in BPO, I was also responsible for quality control)
 ▪ Eager to learn new technology
 ▪ Preparing reports

Computer Skills ▪ Good command of office suite (word processor, spread sheet, presentation software)
 ▪ Good Command on CRM/Billing, SAP software as worked with Wipro Ltd.

Other skills ▪ Love to travel and experience different cultures, Love to read books.

ADDITIONAL INFORMATION

Memberships ▪ ISTE, India
 Certifications ▪ Applications of MATLAB in Electrical Engineering
 ▪ Electrical Supervisor