



ROHIT JASWAL

Versatile, high-energy professional, targeting for challenging assignments in **Service Operations Management & Planning/ After-Sales Operations** with an organization of high reputation

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Key Skills

Service Operations Management

After-Sales Support

Client Relationship Management

Service Network Planning

Service Process Innovation

Project Planning

Service Partner Evaluation

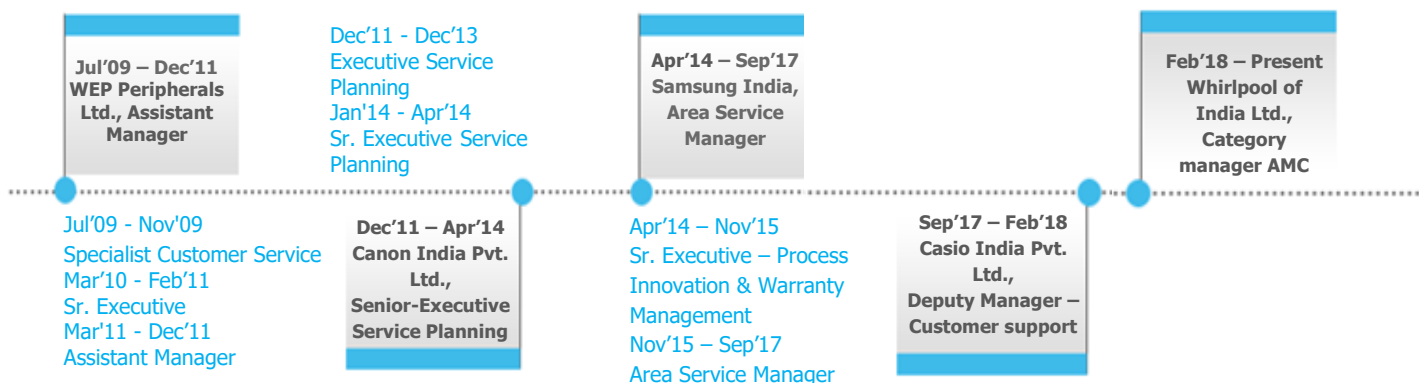
Warranty Management

Service CRM Implementation

Profile Summary

- ▶ A goal-oriented professional with **nearly 9 years** of rich experience in **Customer Service Operations, Service Management & After-Sales support Operations**
- ▶ Verified record in establishing & transforming operations to efficient, reliable, fast processing and **user friendly processes to ensure quality service.**
- ▶ Provide value added services for **ensuring customer delight.** Adapt at transforming queries to long term business opportunities, resolving their issues, providing value added services and spreading goodwill.
- ▶ Leading entire **Customer support** for **Casio India.**
- ▶ Spearheaded **Warranty Management** for all product categories of **Samsung** for **South West Asia Region** including **India, Sri Lanka, Nepal, Bangladesh**
- ▶ Proficiency in **streamlining service business processes**, defining continuous improvement in the process, accelerating employees' strengths and building powerful teams that can conquer any obstacles
- ▶ Received **Pride Award** for achieving highest efficiency and **Team Award** for successfully rolling out FDS Project at **Samsung India Electronics Ltd.** in 2015
- ▶ Efficient in liaising with top management for driving change, infusing new ideas, taking overall performance & productivity to the next level
- ▶ An effective communicator & team leader with strong analytical, problem solving & organizational capabilities

Career Timeline



Work Experience

Achievements



Since Feb'18 – Category Manager – AMC

Sep'17 – Feb'18 with Casio India,
Deputy Manager – Customer Support

Apr'14 – Sep'17 with Samsung India Electronics Ltd.,
Area Service Manager – Jaipur, Rajasthan

Dec' 11 – Apr'14 with Canon India Private Ltd.,
Senior Executive –Service Planning, Gurgaon

Jul'09 – Dec'11 with WEP Peripherals Ltd.,
Assistant Manager – Customer Service

Key Result Areas:

Category Manager - AMC:

- Managing P&L for the AMC business [Annual Maintenance category]
- Drive national business growth and business plans
- Product development for better customer reach
- Product pricing and competition benchmarking

Service Operations & Customer Support:

- Managing service operations for rendering and achieving quality services; providing first line customer support thru service centers, ensuring minimum TAT
- Administering quality standards for various operational areas; implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the Service level agreements
- Ensuring that the teams are aware of and adhering to company procedures and policies; maintaining daily reviews and managing audit of service partners
- Conducting team meetings and huddles to discuss day-to-day activities and initiatives taken by the team to improve service quality; arranging weekly team meetings, focusing on targets & achievements

Process Innovation and System Improvement:

- Service CRM process layout designing and implementation of CRM post consulting related stakeholders
- Close working with Field service operations team for process rollout and implementation
- Responsible for new process development and re-engineering

Service Planning:

- Service network planning as per sales expansion plan and presence
- Service Partner and network evaluation
- Upkeep and regular review of service network expansion, optimization and reviewing Partner ROIs
- Designing tracking mechanisms to ensure adoption and compliance of key operational processes

Warranty Management:

- Defining procedures for in-warranty and out of warranty claims (bills)
- Setting up warranty terms & conditions and guidelines for service partners
- System logic enhancement
- Warranty claim processing for SWA region
- Liaising with Global Warranty Operations Team in order to build and standardize the reporting system



Education

- ▶ **Executive Post Graduate Diploma (Industrial Marketing)** from Indian Institute of Foreign Trade, New Delhi in 2014
- ▶ **B.Tech. (Electronics and Communication Engineering)** from Institute of Engineering and Emerging Technologies, Himachal Pradesh University in 2009

Personal Details

Date of Birth: 25th December 1987

Languages Known: English, Hindi, Punjabi and Gujarati

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