

Mohammad Nasirzadeh

4475 Radisson Crescent, Mississauga, ON L5M 4C8 | Cell: (647) 766-5631 | E-mail: m.nasirzadeh@aol.com

Career Overview

Highly trained and skilled Chief Technician in Road, Construction & Mining Machinery with extensive hands-on experience. Advanced technical trainer with engineering approach to troubleshooting, diagnostic, repair, warranty judgment, soft products, and telematics.

Skills

- Problem Solving
- Decision Making
- Critical Thinking
- Finding Information
- Working with Others
- Digital Technology
- Communication Skills
- Diagnostics
- Equipment Repair
- Customer Service Skills
- Engine Overhauls
- Documentation
- Strong Work Ethic
- Continuous Learning
- Significant Use of memory
- New Equipment Complete Installation
- Very Professional on Following Instruction
- Complete Vehicle System Knowledge

Professional Experience

Heavy-Duty Equipment Technician
Wajax Limited HITACHI, HYSTER

01/2019 – 02/2019
Mississauga, ON

- Inspect and diagnose components and equipment for servicing needs.
- Service and repair equipment for the customer.
- Recondition and re-manufacture components as required for equipment, engine and hydraulic repairs.
- Communicate equipment servicing needs as required with Branch Manager.
- Communicate work performed and complete service paperwork.
- Update and maintain service records
- Fill out warranty information
- Complete work orders
- Participate in house service training.
- Comply with the Health & Safety program and practices.
- Performance of daily duties in a manner conducive to a safe workplace.
- Work with Manufacturers online support.
- Meet requirements of Field Level Hazard and Job Hazard assessments
- Measure, and verify electrical component operations, including energized components and electrical fields

Aftermarket Manager
Original Motors LLC. CASE, IVECO & CLAAS

3 Months Contract
Baku, Azerbaijan

- Responsible for Dealer Management with the plan to grow new Aftermarket Sales business.
- Develop & maintain business plans regarding after sales in close cooperation with the Sales manager.
- Writing of procedures and manuals for the running of the dealership.
- Implement the reporting system and standard service procedure.
- Liaison officer for parts related (long term) issues.
- Improve and professionalize aftermarket organization.
- Manage 30 employees to perform standard service for over 800 unit of machines and equipment.
- Implement the KPI measurement system
- Hand over the dealer operation to new hired director after implementing the dealer operation standards.

Private Consultancy Service & Solutions
Freelance Consultant

01/2018 – 10/2018
Baku, Azerbaijan

- Repair & maintenance individual components of equipment, as well as entire processes in order to assess and give feedback on any operational or maintenance concerns, mechanical failures, or process inefficiencies.
- Perform complex machine inspection and recommend necessary pro-active actions or decision to be taken.
- Provide technical consultant services to help customers in buying, selling and managing a fleet of heavy equipment.
- Training of end users & operators for Eco, predictability, fuel efficiency and safety.
- Planning the set-up of other facilities for Heavy Equipment service industry.
- Advising on Equipping and tooling of service centers.
- Technical problem solving & training of local technicians.
- Work with customers to determine the best course of action, whether that means servicing existing equipment, process components or replacing equipment.

Technical Support Manager (Deputy AM Manager)
Aztexnika LTD. VOLVO CE & TRUCK, MACK TRUCK,
Clark Fork Lifts, JOHN DEERE Agriculture

01/2012 – 01/2018
Baku, Azerbaijan

- Implement and develop the CSA (Customer Support Agreement), CSA
- Extreme winner in 2014.
- Implementation of Oil Analysis System.
- Implementation and develop More Care Inspection by conducting the course in local language.

- Implementation of Care Track system (Volvo CE telematics system that gives you access to a wide range of machine monitoring information designed to save you time and money).
- Achieve to 100% of active Care Track system by introducing the system features.
- Implement the benefits of Care Track (Service Management, Antitheft ...) in daily and monthly service plan both for customers and dealer.
- Develop the Pipe Layer sales in the market by conducting sales support, training and introduce the Load Management System (LMS) which enables the operator to see what he can safely pick up at any position relative to the slopes. Utilizing the hook, boom and base machine-mounted sensors enable the on-board computer to monitor boom angle, machine swing and inclination.
- Provide support for users (both internal/external) in the applications: Tech Tool, MATRIS (MACHINE TRACKING INFORMATION SYSTEM), PROSIS and Care Track.
- Lead the training organization in the execution of the overall Volvo mission, vision wanted position, values, strategic objectives and corresponding activities.
- Responsible for "Train the Trainer" programs. Conducted technical training classes for technicians and customers. Delivering a positive reference to new products, and a support avenue for information prior to product release.
- Plan, develop and implement learning management system modules to handle ILT & e-learning training delivery and scheduling.
- Continuously inform the System Managers, Product Specialists, Sales team and Technicians of known application problems.
- Responsible for warranty claims, campaigns, status judgment, and Goodwill.
- Manage and maintain equipment, general and special tools for service center.
- Resolving of complex parts issues, assisting in location of parts where system lacks information.

Aftermarket Manager (Acting)
Aztexnika LTD. VOLVO CE & TRUCK, MACK TRUCK,
Clark Fork Lifts, JOHN DEERE Agriculture

12/2015 – 09/2016
Baku, Azerbaijan

- Responsible for all aspects of Customer support and Aftersales operation of Volvo truck, Volvo construction equipment and Clark forklifts including Spare parts, Service, CSR, Warranty, and Technical Training program.
- Functioned as the Liaison for the manufacturer on product reliability, cost measures, market share and customer feedback. Monitored Key Performance Indicators for the management of the inventory, service quality, warranty claims and customer satisfaction.
- Coordinated effective integration of new products and procedures in Aftersales operations.
- Resolved customer service issues on product delivery and performance, reimbursements, timeliness and related complex technical matters.
- Ensured effective communication of management initiatives including continuous performance improvements, information distribution and processing, competency reviews, and management goals and objectives.

Technical Support Engineer
Aztexnika LTD. VOLVO CE & TRUCK, MACK TRUCK,
Clark Fork Lifts, JOHN DEERE Agriculture

09/2009 – 12/2011
Baku, Azerbaijan

- Provide assistance to resolve technical problems encountered by customers.
- Resolve technical queries over the phone regarding product functions and applications.
- Repair and maintain equipment utilizing advance Volvo methodology.
- Provide technical, professional assistance and work guidance to technical staff.
- Travel customer sites on regular and timely basis in order to resolve any outstanding technical issues and gather feedback on the machine performance.
- Distribute all technical information on assigned products to internal and external customers.
- Assist in service and part claims promptly and make the most appropriate judgment and follow up the progress taken.
- Initiate and manage Product Quality Reporting process.
- Ensure timely and accurate claim analysis to identify trends of repetitive failures to provide continuous feedback to manufacturer regarding quality issues.
- Follow up repetitive failures related with design and reliability of the product and investigate failed parts to prepare technical reports to manufacturer.
- Assist and arrange field surveys requested by manufacturer.
- Assist in the translation of technical documentation for internal and external customers.
- Develop, coordinate and present product training for technicians, sales staff and customers as required.
- Conduct operator trainings for service staff & customers.
- Provide recommendation for the necessary specials tools, equipment.
- Maintain service literature, instruction manuals, catalogs and factory communications pertaining to the service department.
- Manage & coordinate on-line training courses for all service technicians and staff.

Technical Support Engineer
Uygunlar DIS. TIC BOMAG, DRESSTA, CASAGRANDE

12/2007 – 09/2009
Baku, Azerbaijan

- Responsible for all Technical aspects of after sales service.
- Hands-on repair and complex troubleshooting.
- Liaison with the head office in responsible region on trouble shootings.
- Implement all related service & technical bulletins.
- Assist service technicians on technical repair issues, spare parts selection.

Heavy-Duty Equipment Technician
Borusan Makina CATERPILLAR

01/2007 – 11/2007
Baku, Azerbaijan

- Troubleshoot, maintenance, and repair of Caterpillar products including bulldozers, wheel loaders, excavators, motor graders, backhoe loaders, compact rollers, and skid steer loaders.

- Identify mechanical problems, diagnose and determine system malfunctions, using computerized tools and equipment.
- Overhaul and test major components such as engines, transmissions, axels, hydraulics, and electrical system.
- Assemble and disassemble parts and components using test equipment to ensure that repairs and maintenance are effective.

Heavy-Duty Equipment Technician
Wirtgen Group Subsidiary

10/2003 – 12/2006
Tehran, Iran

- Troubleshoot, maintenance, and repair of Wirtgen Group equipment. Wirtgen Group products including milling machines, asphalt pavers, rollers, soil compactors.
- Commission and train customers and end users.
- Identify mechanical problems, diagnose and determine system malfunctions, using computerized tools and equipment.
- Overhaul and test major components according to manufactures service manuals and guidelines.
- Assemble and disassemble parts and components

Diesel Engine Technician
Private Family Business

09/1997 – 10/2003
Tehran, Iran

- Repair and service various makes and models of generator sets (Engines).
- Inspect, repair, service and start-up load bank test requirements on equipment.
- Apply proper engine technical skills in inspection, failure analysis, diagnosis, assembly, disassembly, and engine operating performance tests.
- Identify the problem and cause of failure through logical troubleshooting steps, determine corrective action through inspection of failed parts.
- Repair and troubleshoot engines such as CAT, Cummins, Detroit Diesel, Dorman, SKODA, SULZER, MB, MTU, SKL, Deutz and VOLVO.

Education and Training

Engineering Foundation Course
Azerbaijan Technical University

2017 – 2018
Baku, Azerbaijan

School of Technology (Industrial Electric)
Taleghani Full Time Vocational School

1993 - 1997
Tehran, Iran