

Antony Christ

Contact No:.....
Address:
Email ID:

Mechanical Engineer

International Business Channel Management Product Specialist Vehicle Homologation/ Certifications

Career overview:

A vigorous, team enthusiastic and performance driven mechanical engineer with miraculous combination of leadership, business, service and manufacturing industry knowledge. I procured technical expertise such as product testing & validation, technical diagnostics & troubleshooting of issues. During my vast 14 years of experience in Automobile industry I endlessly worked hard with putting all my efforts to achieve best which resulted in hands-on approach towards tackling different tasks and accomplishing goals.

My main emphasis is on providing direction and technical leadership for planning and development of highest output with good quality. Possessing strong management and supervisory skills in order to deliver highest quality results in time I am seamlessly integrating into team as a member or a leader, making significant contribution towards success of project that embrace support, financial, and commercial aspects. As an accomplished professional with great leading skills, I am looking for high quality engineering sphere where my experience and academic mastery will add worth to organizational working.

Core Competencies

- Service Marketing
 - Distribution Management
 - Customer Service
 - Business Management
 - Supply Chain Management
 - Expert-Channel Management
 - Product Specialist and Trainer
 - Diagnostics and Troubleshooting
 - Export Documentation
 - Business Planning
 - Forecasting & Budgeting
 - Production and logistics planning
 - MS office
 - AutoCAD
 - ProE- Product Development
 - Team Center – Product Lifecycle Management (PLM) Software
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Work Summary

Organization	Position held	Period
Bajaj Auto Ltd.	Manager - Export Service	Dec 2011 to Till Date
Tata Motors Ltd.	Manager - Service Marketing and Network Planning	Dec 2009 to Dec 2011
Tata Motors Ltd.	Manager – Regional Technical Support Manager	Apr 2008 to Nov 2009
Tata Motors Ltd.	Sr. Officer – Customer Support	Jun 2006 to Mar 2008
Hyundai Motors Ltd.	Sr. Engineer	Aug 2005 to Jun 2006
Hyundai Motors Ltd.	Engineer	Feb 2004 to Jul 2005
Honda Cars India Ltd.	Graduate Engineer Trainee	Oct 2003 to Feb 2004

Qualification

Institute	Certification	Period
Indian Institute of Management, Indore -	Post Graduate Certification Program in Management	Aug 2007 – Jul 2008

Work Experience

Manager Export Service

(Dec 2011 till date)

Bajaj Auto Ltd., Old Mumbai Pune Road, Pune, India

Job Roles and Responsibilities

- Supported Business in existing & new market by taking responsibility for product, service, and operations
- Involved in starting Business operations in Argentina, Russia, GCC Countries, Bolivia, Paraguay, and Chile
- Understanding of market and entry barriers - Market assessment including Market size and segments, key competing products and their offerings, customer preferences, regulatory checks, and Homologation procedures
- Channelize Technical and Non-Technical support to the distributor i.e. towards Assembly, Logistics, and Distribution
- Understand Homologation requirement and to arrange the required for certification of the products
- Arrange product response through testing & product clinics and getting required improvements done to the product
- Benchmarking of product features, performance, and service offerings like warranty, free services, etc.
- Developed a consolidated Annual Business Market Plan for the subsequent year with details of changing Business environment, changes in macro and micro economic parameters affecting market and its segments, new product introduction plan, product testing & budget requirements for the Year
- Channel Management – Design channel model, develop and grow the channel for Sales, Service & Spares

Awards and Achievements:

1. Made in-depth understanding of the customer needs in the utility segment of motorcycle and got the available product upgraded with improved utility for the customers in the segment. This got the product a huge success across Latin America and to the company with 9% Market Share in a year in the segment.
2. Starting Business operations in Argentina was complex and economic conditions were unfavorable to us. I carried out multiple complex tasks and brought them to completion in a period of just 6 months like meeting product configuration requirement suitable for imports, local assembly & homologation which gave us success in one of the largest markets of Latin America.

Manager Services, Marketing, and Network Planning

(Dec 2009 to Dec 2011)

Tata Motors Ltd., Gurugram, Haryana, India

Job Roles and Responsibilities

- Responsible for performance of Service Channel in North India - Delhi & NCR, UP, Uttarakhand & Bihar (46 Dealers & 55 TASCs)
- Promoted and generated Royalty earnings from Cobranded Initiatives
- Conceptualizing new service marketing initiatives with customer retention
- Promoted, trained, and ensured the Service Level Agreements were fulfilled from the vendor side to facilitate region-wide acceptability among the dealers & customers

- Identified new potential towns for expanding Dealer Network with a thorough understanding and analysis of Service Potential, available capacity, and utilization
- Arranged Dealer Service Setups readiness as per standard and infrastructure as per CI Norms
- Sourcing and training of man power before launch

Awards and Achievements:

1. Target achieved - Royalty Earnings of INR 5.4 Million in the Year 2011 from North with a growth of over 176% over previous FY
2. Achieved highest penetration in Co-branded Vehicle Insurance (TMI – Tata Motors Insurance) among all regions in the FY 2011.

Regional Technical Support Manager 2009)

(Apr 2008 to Nov

Tata Motors Ltd., Gurugram, Haryana, India

Job Roles and Responsibilities

- Supported the technical needs of key clients/ special fleet of vehicles (armored/ non-armored) - Defense, Special Protection Group (responsible for Z+ level security) and Special Fleet by Delhi Police (for President Security)
- Liaised with Plant, Quality, Sales, Spares, Logistics, and Dealers to ensure timely support
- Forecasted and prepared budget for Service support requirements
- Provided training to Field Engineers (Customer Support Managers) on Product and technology
- Supported the Dealers and Field Engineers in the technical diagnosis of critical issues

Awards and Achievements:

1. Identified root cause, a technical glitch related to fire incidences in the special fleet of Armored vehicles, which were in the security of high profile government dignitaries. A recall was made for the entire fleet to correct the issue, which averted a huge calamity.

Senior Officer Customer Support 2008)

(Jun 2006 to Nov

Tata Motors Ltd., Gurugram, Haryana, India

Job Roles and Responsibilities

- Provide training to the workshop on technical and soft skills and sensitize channel partners on the need for retaining manpower
- Provided technical Support to the Dealer workshops for critical technical concerns in cars
- Ensured the timely closure of customer complaint with in targeted cycle time, complaint analysis, action planning, and reduction in complaints in the territory
- Driving Customer Satisfaction through various initiatives - Analyzing JP Power Survey Reports, action planning, guidance on implementation and monitoring progress, etc.
- Conducted audits the Dealers on the delivery of the Service Standards and Repair SOPs.

**Senior Engineer
2006)**

(Aug 2005 to Jun

Hyundai Motors Ltd., New Delhi, India

Job Roles and Responsibilities

- Ensuring adherence to Service Standards at Dealer & Authorized Workshops in Rajasthan, parts of Haryana & NCR - 24 Dealer / Authorized Workshops
- Planning network expansion in the assigned territory, followed by appointment & start of business – 8 Dealers & 4 HASCs were made operational.
- Ensuring timely closure of customer complaint with in targeted cycle time, complaint analysis, action planning and reduction in complaints in the territory
- Drive Customer Satisfaction thru the Service Channel for better CSI Scores.
- Expanding growth in the sales of Genuine Spare Parts in the channel thru awareness & promotion

Engineer

(Feb 2004 to Jul 2005)

Hyundai Motors Ltd., New Delhi, India

Job Roles and Responsibilities

- Coordinated between different departments to ensure the smooth work performance
- Ensured the Timely Closure of Customer Complaints
- Drive Customer Satisfaction thru the Service Channel for better CSI Scores

Graduate Engineer Trainee

(Oct 2003 to Feb 2004)

Honda Cars India Ltd., Gautam Budh Nagar, India

Job Roles and Responsibilities

- Ensured the delivery with quality from Paint Shop to the assembly line
- Maintained production sequence and minimal rejections
- Motivated the line associates for Kaizen and 5S
- Maintained proper feedback system for all the sections in the Paint Shop in order to maintain the overall Paint Quality

Languages Known:

- Proficient in speaking, listening, and writing English
- Fluent in Hindi as it is my Native Language

Reference

Name of referee | Title, organization

Employment Relationship;

Contact Details:

Name of referee | Title, organization

**Employment Relationship;
Contact Details:**

ACSAustralia.Org