

Anuja Rajesh Dhamale
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Career Objective

Continue to grow in leadership and knowledge, Excel in innovative technology and applications, Interact and share with team members and develop world class solutions to real world.

Key Skills Highlight

- Technical Ability
- Root Cause Analysis
- Customer Handling
- Warranty Analysis
- Quality management
- Product development
- Team management
- Channel development

Work Experience

CUMMINS INDIA LTD
Dahanukar Colony, Kothrud,Pune

Designation: Manager-Customer care Engineer
Duration: 1 Nov 2021 -Till date

-Customer care Lead and service engineer:

1. Customer care lead for Genset VPI programs
2. Bringing customer care voices to programs for product development
3. Inputs to program for best and reliable product for customer
4. Delivering customer related inputs to programs during development stages like serviceability, accessibility, warranty, and manuals
5. Development of new tools for product.
6. Manuals writing (operators, parts, O&M, Installation)
7. Leading Field trial for alpha and beta units of new product
8. Data collection for field trial units and analysis of incidents with subject owner.
9. FIRG creation and seven step solving
10. Review with leaders for approvals of customer care deliverables.
11. Serviceability reviews for VOI/VPC projects
12. Writing service processes for manuals

Designation: Manager-Channel Service (Cummins india limited)
Duration: July 2017-31 Oct 2021

Channel Service Manager :

1. Leading the Service team
2. Channel development and improvement
3. Customer escalation resolution – DG(LHP, MHP,HHP), Off highway Equipment
4. Analysis and improvement of service parameters- Advanced Excel & power BI
5. Forecasts and planning of Leading indicators

6. Warranty policy Analysis and decision making
7. Escalation resolutions and commercial settlements with supplier partners.
8. Product investigation report and FIR of failures
9. Product quality reports, TSR and corrective actions implementations at field levels

Academics

Bachelor of Engineering in Mechanical - June 2017

University -Savitribai Phule Pune University
College- MIT College of Engineering, Kothrud-Pune
Grade- 68% (First class with distinction)

Diploma in Mechanical Engineering - May-2014

College – Government Polytechnic Pune (Autonomous college of Government of Maharashtra)
Grade-82% (First class with Distinction)

Highschool – March 2011

New English school Shirolu BK Tal Junnar Dist Pune (SSC Board)
Grade-92.73

Declaration

I hereby declare that facts mentioned above are true and authentic to the best of my knowledge.

Place: Pune

Anuja Dhamale