**JITHIN PERUMBILAKKAL**  
**Perumbilakkal house, Ushuss, Vilayil - 673641  
Malappuram, Kerala, INDIA.  
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**CAREER OBJECTIVE:**

Dedicated Service Engineer/Advisor with 12 years of professional experience in Heavy Equipment/Automotive Industry, seeking for similar roles in a stable multinational organization.

**TECHNICAL QUALIFICATION:**

* Sound technical knowledge on engine, transmission, hydraulic, pneumatic & other mechanical systems.
* Well experienced in Trucks, Excavators, Back-hoe loaders, wheel loaders, Truck mounted Cranes, Truck mixers, Side Lifters, Material handlers, plastering machines and other industrial/construction equipments.
* Substantial experience in trouble shooting and erection of hydraulic and mechanical systems.
* Ability to read hydraulic, electrical circuit diagrams and mechanical engineering drawings.

**OTHER SKILLS:**

* Good leadership qualities, customer handling skills and communication skills
* Dynamic, versatile, patient, adaptive and flexible to work in multinational/cultural environment.
* Good Administrative & computer skills.
* IT skills – Microsoft office tools, DBMS , DMS , ORACLE and LAKSHYA

**WORK EXPERIENCE:**

**1. Service Advisor**, from May 2015 – June 2018 (3 years 2 months)

**GERMAN GULF ENTERPRISES LLC,** Dubai, UAE (**PUTZMEISTER, LIEBHERR, ATLAS, STEELBRO, LEEBOY, LONGKING, PROBST, CHICAGO PNEUMATIC** equipmentdealer)

* Initially started works as a Heavy Equipment Technician, then promoted as Service writer cum Advisor.
* PDI and Installation, Trouble shooting, Periodic services, Maintenance and repairs, Overhauling & testing of hydraulic and mechanical machinery & equipment.
* Greet customers, answer phones, make & confirm appointments, Review service history w/ clients and make recommendations based on needs, requests & concerns
* Provided a consultative selling process to assist customers in planning for on-going required maintenance of their machines, assisted customers with information in regards to parts compatibility for their equipment.
* Produced job cards, repair orders for customers with full transparency including cost and time estimates.
* Communicated frequently with concerned engineers and technicians to ensure timely completion of work, ensuring an exceptional customer experience to drive loyalty.
* Final quality check-up done for newly assembled equipment and accident jobs before delivering to customer
* Survey follow-up via phone or e-mail regarding service experience for customer retention
* Participated in Putzmeister and Chicago Pneumatic Technical training programs

**2. Service Engineer**, from Feb 2013 – Sep 2014 (1 year and 8 months)  
**SHRIVENKATESHA HEAVY EQUIPMENTS**, Kerala, INDIA (**HYUNDAI** construction equipment dealer}

* Periodic services, Preventive maintenance and Breakdown repairs of HYUNDAI machines.
* Trouble shooting hydraulic, mechanical and electrical troubles of machines.
* Attended various OEM technical training programs at HYUNDAI plant and educate customers and operators.
* Machine auditing, service planning and follow up.
* PDI and commissioning of new machines.
* Prepare reports from work sites and maintain documents of each and every machine .
* Handling and settlement of warranty claims.

**3. Service Engineer**, from Aug 2007 – Jan 2013 (5 years & 6 months)  
**INDIA-TECHS LIMITED**, Kerala, INDIA (**JCB** construction equipment dealer)

* Preventive maintenance and breakdown repairs of JCB machines and attachments.
* Trouble shooting hydraulic, mechanical and electrical troubles.
* Attended various JCB training programs and skill tests
* PDI, Installation and Commissioning of new machines.
* Maintaining and updating reports and files of each machine through company online software.
* Warranty reporting, follow up, final settlement and dispatching back the failed items to OEM.

**4. Workshop Supervisor**, from May 2006 – July 2007 (1 year & 2 months)  
**PSN AUTOMOTIVE MARKETING PVT LTD**, Kerala, INDIA (**EICHER** Truck dealer)

* Oversaw the operation of service floor and accident jobs.
* Work estimation, Job card preparation, Billing, Insurance claims follow up and settlement.
* Analyzed the work orders and discussed with foreman.
* Examined the vehicles to analyze extent of damage and malfunctions.
* Handled Warranty claims, documentations and dispatching failed items to OEM.
* Lead a team of technicians and generate profit by selling service, repairs and spare parts.

**PERSONAL DETAILS:**

Date of birth – 06/01/1986

Marital status – Single

Languages speak – English, Hindi, Tamil and Malayalam.

**EDUCATION:**

* Vocational HSE in Maintenance & Repairs of Two wheelers & Three wheelers (2001-2003)
* Diploma in Automobile engineering (2003-2006)