

**SATYENDRA NARAYAN SINGH**

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Competent professional targeting assignments in **Technical Services** with an organization of repute preferably in **manufacturing industry**

- Having qualitative 11+ years of experience in Technical Services, New product development, Quality Testing and Client Relationship Management
- Exposure in providing **Technical Services** at JSW Group, TSBSL Group, BPSL Jharsuguda, ACCIL Khopoli & Bawal, UGSL, CRIL, PRABHAT, ASPL Nepal, National steel, AMNS, VIL, Aludecor Haridwar, LATIM & VIVA.
- Gained hands-on experience in **relationship management** with **corporate clients** of the area & evolving market
- Implementing testing procedures and systems as well as setting up testing facilities for various tests
- Assessing the customer feedback, evaluating areas of improvements and providing critical feedback on improvements
- Skilled in **implementing technical initiatives** to achieve corporate strategic goals
- An effective communicator with strong leadership, decision making, analytical & problem solving skills

ORGANIZATIONAL EXPERIENCE

Since June'17

Berger Becker Coatings Pvt. Ltd., Goa as Sr. Executive -Technical Services

Key Result Areas:

- Deputed as Sr. Executive to provide technical service to Khopoli region, JSW Vasind & Tarapur and Latim Umargaon.
- Solving customer queries related to **shades & properties** and managing teams with focus on excelling business targets with service delivery metrics
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback on improvements
- Building & maintaining healthy business relations with clients, ensuring high customer satisfaction by achieving delivery & service quality norms
- New product development as per customer's requirement. (RMP, SMP, SDP, UDP, ANTIBACTERIAL, PVDF, ROHS, Wrinkle finish, Appliance, Metallic, Wood finish etc)
- Competitor's product analysis and benchmark for competitive product
- Technical support to Production & Quality Department for critical batches

Highlights:

- Delivered technical assistance to JSW Tarapur and Solving customer queries related to **shades & properties**
- Handling different types of instruments like **DJH, Byk-Spectro, Data Colour, X-rite, Glossmeter**
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March'14 – June'17

Sriram Compounds Pvt. Ltd, Noida as Technical Services

Key Result Areas:

- Solving customer queries related to **shades & properties** and managing teams with focus on excelling business targets with service delivery metrics
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback on improvements
- Building & maintaining healthy business relations with clients, ensuring high customer satisfaction by achieving delivery & service quality norms
- New product development as per customer's requirement.(RMP, SMP, SDP,PVDF, ROHS, Wrinkle finish, Appliance, Metallic, etc)
- Competitor's product analysis and benchmark for competitive product
- Technical support to Production & Quality Department for critical batches

Highlights:

- Delivered technical assistance and Solving customer queries related to **shades & properties**
- Handling different types of instruments like **DJH, Byk-Spectro, Data Colour ,X-rite, Glossometer**

Apr'12- March'14

JK Coil Coatings Pvt. Ltd., as Executive-Technical Services

Key Result Areas:

- Deputed as an Executive to provide technical service to north zone customers.
- Solving customer queries related to **shades & properties** and managing teams with focus on excelling business targets with service delivery metrics
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback on improvements
- Building & maintaining healthy business relations with clients, ensuring high customer satisfaction by achieving delivery & service quality norms

Highlights:

- Shade approval, Shade revalidation & new product approval from customer.
- Delivered technical assistance at Bhushan Steel Ltd Sahibabad, ACCIL Bawal, Vardhman Industries Ltd, Rajpura, & Aludecor Haridwar
- Support to marketing department to take order from customer.
- Done 100 + KL business in March 2013 in Bhushan Sahibabd.
- Skilfully influenced customers to change from old and obsolete paint systems to new and modern corrosion protection systems available, through power presentations & site trials etc.

Nov'09-Apr'12

Berger Becker Coatings Pvt. Ltd., Goa as Officer-Technical Services

Key Result Areas:

- Developed and implemented testing procedures like **quality testing,shade matching** & took approval of productions batches for the same from Jindal Steel, Bhushan Steel, Uttam Steel, Essar Steel National Steel etc. clients
- Conducted in-house testing & inspection and control quality

Highlights:

- Provided technical assistance at **JSW Tarapur, National Steel** in order to achieve their market goals
- In office Designated as a customer owner of **JSW Tarapur, National Steel & CRIL Khopoli.**
- Learnt **Wrinkle pattern** shade.

ACADEMIC DETAILS

2009 M.Sc in Chemistry from Bundelkhand University, Jhansi UP
2007 B.Sc in Chemistry from Kanpur University, UP

PERSONAL DETAILS

- Date of Birth : 2ndOctober 1985
- Languages Known : English, Hindi
- Marital Status : Married
- Father's Name : Shri Ramesh Singh
- Mother's Name : Smt. Asha Singh
- Spouse Name : Mrs. Preeti Singh
- Residential Address : Flat no A 704, Meghana, Neelkanth valley Khopoli 410203 Maharashtra
- Permanent address :Vill & Po- Ranipur , Thesil- Mohammdabad Gohana, Dist- Mau UP 275101

HOBBIES

- Playing Cricket
- Listening music
- Watching Movies

Declaration:-

I, hereby, declare that the above-furnished information is true and correct to the best of my knowledge and belief.

Date:

Place:

Satyendra Narayan Singh