



sushmita
Sr.Service Spares Coordinator

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Faridabad, INDIA

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9 Years 0 Month of experience

PROFILE SUMMARY

Experienced procurement and operations specialist with over 9 years in spare parts procurement, AMC management, and customer complaint resolution. Proven expertise in vendor negotiations, optimizing procurement workflows, and efficiently managing AMC schedules. Holds a B.Tech in Mechanical Engineering (70%), enabling effective technical problem-solving and seamless cross-functional collaboration. Skilled in driving cost savings and enhancing operational efficiency through strategic procurement and vendor management.

WORK EXPERIENCE

Sr.Service Spares Coordinator

Ishida
12-2017 - Present

- Managed spare parts inventory to maintain optimal stock levels, reducing equipment downtime
- Coordinated service activities, enhancing response times and increasing customer satisfaction ratings
- Collaborated with cross-functional teams to streamline parts procurement and service workflows, improving process efficiency
- Monitored and reported service performance metrics, driving continuous operational improvements.
- Oversaw complaint management to ensure timely resolution and maintain client trust.
- Prepared proforma invoices and conducted payment follow-ups to accelerate cash flow

KEY SKILLS

Six Sigma Green Belt

computer knowledge

auto-CAD training

Advanced Excel

VLOOKUP

Pivot Table

Coordination

Service

Customer Service

MS Office

Excel

Customer Support

After Sales Service

Service Management

CRM

PowerPoint

Tally ERP

Customer Management

CERTIFICATION

- Lean Six Sigma white Belt
- ISO 9001 :4500
- Six Sigma Green Belt
- Advanced Excel Certification

PROJECTS

REGENERATIVE BRAKING SYSTEM

89 Days

REGENERATIVE BRAKING SYSTEM

90 Days

it is a type of braking system which utilise heat and friction which is lost in braking

LANGUAGES

English

Hindi

cycles.

- Arranged and tracked under-warranty parts to guarantee prompt service delivery.
- Conducted internal departmental ISO audits to ensure compliance and improve quality standards.
- Reviewed and approved spares/service charges quotations to maintain cost control.
- Managed vendor relationships, negotiated terms, and ensured timely purchase order placements.
- Coordinated parts arrangement and delivery within strict deadlines, enhancing service turnaround times.

EDUCATION

B.Tech/B.E. - Mechanical

2014

BBDNIIT

Grade - 70%

Class XII

2009

Uttar Pradesh, Hindi

Marks - 65-69.9%

Class X

2007

Uttar Pradesh, Hindi

Marks - 70-74.9%

★ CUSTOM SECTION

Import export documents, letter of credit checking

Handing spare parts order for export checking all documents scrutinize LC, follow up with Bank, arrange part pickup and dispatch till the delivery