

TUSHAR S BOKIL

A performance-driven professional, targeting assignments in **After-sales Service Support Engineering & Maintenance** with an organization of high repute for mutual growth; **Target Location: PAN India (preferably Pune, Mumbai & Nashik)**

✉ tusharbokil2020@gmail .com

in <https://www.linkedin.com/in/tushar-bokil-a2728a42>

☎ +91-8956836318

PROFILE SUMMARY

- A competent professional **currently** associated with Matel Motions and Energy Solutions Pvt Ltd. as **Asst. Manager After Sales Service**.
- Expertise in planning & implementing predictive, breakdown & preventive maintenance schedules for various instruments as well as conducting regular shutdown inspections, repairs & replacements of spare parts to control operations of Plant / Construction Site
- Proficient in identifying areas of bottlenecks & breakdown and taking steps to achieve zero accident & customer complaints through the application of troubleshooting tools like root cause analysis
- Steered operational techniques for reduction in cycle time & identification of improvement opportunities and cost reduction measures to achieve substantial reduction in project expenditure
- Ensured maintenance of documents as per ISO Regulations, as well as implementation of Quality Management System QMS as per ISO Standards
- Ensured that each stage of project progresses on-time and within budget; managed project scope, identified potential risks and developed contingency plans
- Experienced in ensuring effective site management and discipline to ensure safety / hygiene & timely execution of projects in accordance with standards pertaining to machinery & equipment
- Expertise in enhancing the reliability & productivity of machinery, ensuring maximum equipment availability, balancing maintenance & production line and conducting the RCA of breakdowns & taking corrective preventive measures
- Proficient in implementing maintenance schedules for plant machinery, conducting periodic checks and managing technical documentation for the same
- Excellent in coordinating, planning / implementing changes to technology, equipment & process methodology
- Key People Leader, who has successfully led and motivated large multi-functional team of 16 members (Engineers, Technicians & Electricians) towards growth and success of the organization; extensively coordinated with cross-functional teams for smooth functions; optimized team productivity through effective training & development
- An effective communicator with an excellent analytical, problem-solving, decision-making and team management skills; possess a positive attitude towards work with strategic thinking and behavior

CORE COMPETENCIES



WORK EXPERIENCE

Since Jun'24 with Matel Motions and Energy Solutions Pvt Ltd., Pune as Asst. Manager Service

- Oversee Daily Service Operations, ensuring timely and quality Service to the customers.
- Manage & lead a team of Service Engineers & Support staff.
- Provide training & Development to service team members on new technology, Tools & Processes.
- Delivering service support to customer to reduce MTTR and Increase MTBF
- Reading out equipment catalogues for each action and checking all items specifications, information and description to reduce customer complains
- Collaborate with technicians to troubleshoot & resolve complex electrical, Mechanical issues on field.
- Prepare regular reports on service department performance, including revenue, customer satisfaction & Technicians productivity.

Jan'17-Jun 24 with Epiroc Mining India Ltd., Udaipur as Service Engineer

- Devising strategies for effective predictive, preventive & breakdown maintenance operations of various equipment; providing technical and functional leadership for operations & maintenance, quality implementation & development planning
- Working closely with the engineer & planner in developing the scheduled maintenance program, spare management, and process for the production facility to minimize the impact on production; coordinating with technicians, and other supervisors to manage manpower availability and allocations,

ensuring plant maintenance coverage is available at all times

- Maintaining healthy business relations with customers & field service team through daily site visits, maintenance planning, attending breakdowns, taking feedbacks for improvements, communicating changes & submission of required part orders & creation of Service Orders
- Delivering service support to customer to reduce MTTR and Increase MTBF
- Reading out equipment catalogues for each action and checking all items specifications, information and description to reduce customer complains
- Supporting Quality System, including Complaint, CAPA, and Design, Supplier Quality, Document Control and Product Release processes
- Managing inventory and availability of critical parts
- Ensuring supplier visits for New Product Development, Part's & Process audits at suppliers-end
- Ensuring all documents for preventive, predictive, and breakdown need to be accessed by the team and need to full fill all the Internal and external audits; coordinating with operations, purchasing, materials management, maintenance personnel, and maintenance management
- Assuring that the execution of maintenance activities is in line with maintenance procedures
- Leading end-to-end installation & commissioning to reduce downtime & enhance operational efficiency; ensuring completion of project within minimum turnaround time
- Planning & implementing maintenance schedules, conducting periodic checks on equipment and managing technical documentation for the same
- Resolving technical queries and engineering issues with client
- Preparing project reports, identifying areas of defects; conducting troubleshooting, service and repair functions to rectify
- Assigning work responsibilities and managing all day-to-day functions; providing direction, motivation & training to the team for enhancing operational and maintenance efficiencies of workforce
- Suggesting innovative measures to improve conditions and operations of equipment
- Determining long & short-term goals for equipment reliability to ensure positive results in area of Engg. & Manufacturing

Jun'10 – Jan'17 with Hyundai Construction Equipment Pvt. Ltd., Pune as Senior Engineer in Quality Assurance Dept.

- Administered assembly process related activities including Quality Operations, Machines PDI, and Field Audits, Service-related issues of Excavators models as per HCEI standards
- Inspected machines as per standards & ensured desired quality standards are met before machine is signed-off
- Analyzed assembly process related faults, provided feedback to problem owners, getting corrective actions in order to reduce faults
- Addressed customer related quality issues reported by After Service dept.; analyzed the root cause & established corrective actions with CFTs
- Conducted RCAs for different types of issues received from field as well as from Assembly Process
- Maintained & shared monthly, quarterly quality review reports with personnel
- Ensured specified quality level of models (i.e. R80-7, R110-7, R210-7, R220LC-7 & R340LC-7)
- Trained Assembly PDI inspectors to achieve better quality output and flexibility within the team

TECHNICAL SKILLS / TRAININGS

Use of 7 QC Tools, SPC, FMEA, PPAP, APQP Training

After Sales Service Training of Excavators

5S / Safety / Ergonomics / Time Management & Personality Development Trainings

SAP, CRM Systems, MS Office & Internet Applications

CERTIFICATION

Certified Service Level 1 & 2 Trainings completed as per Atlas Copco Standard

ACADEMIC DETAILS

Bachelor in Mechanical Engineering from Delhi University with 78%

Diploma in Automobile Engineering from Mumbai University with 69.28%

PERSONAL DETAILS

Date of Birth: 13th August 1986

Languages Known: English, Hindi & Marathi

Current Address: Flat No. B501, MY HOME KIWALE, KIWALE PUNE-412101

Permanent Address: Plot No. 15, Mayureshwar, Sri Krupa Colony, Godoli, Satara-415001

Passport No: N5871110 | **DOE:** January 2026

