

NEIL ANTONY SRESHTA
105, Divya Palace, Opposite Colaco Hospital,
Bendoor Cross Road, Mangalore
Telephone No.: +91 994-5370-969
E-mail: sreshtaneil@gmail.com

- Education:** **VISHWESHWARAYA TECHNOLOGICAL UNIVERSITY** Bangalore, India
R.V College of Engineering, Bangalore, Karnataka, India
Bachelor of Engineering, Mechanical Engineering, July 2014
- Graduated First Class with Distinction.
 - Member of the Rotaract club district 3190 from 2008-2010
- Experience:** **HONDA MOTORCYCLE AND SCOOTER INDIA PVT LTD** Bangalore, India
2014-2015 : **Customer Relations Coordinator – South Region**
- Assisting the area in charges for sales and services to provide resolution for customer complaints across the 4 southern states of South India
 - Acted as a single window for legal assistance, and customer claim procedures for 200 dealers across South India
 - Assisted and conducted training for customer relations manpower in the dealership, ~150 people trained in the Honda Customer complaint resolution.
 - Was part of a team which developed a monitoring tracking sheet for co relation of customer complaints and training status across the region.
 - Conducted on site visits to high complaint contributing dealers, for root cause anylisis and implemented immediate and permanent countermeasures for customer complaint reduction
- 2012-2014: **Field Services Area In Charge – Customer Services Karnataka Zone**
- Acted as a liaison between company and 14 dealers, was responsible for claim settlements, technical feedback, manpower development
 - Was responsible for the order and sale of parts, ensured sale of \$1.5 mn and ensuring 80 % growth of parts sale over the previous fiscal through parts monitoring
 - Responsible for the sale of Annual Maintenance service contract and Extended Warranty Sale to the customer, ensured growth of 200% in contract sale and 35% in Extended warranty sale over previous fiscal
 - Was responsible for the development of 8 new dealers, from development of service layout, construction monitoring and manpower recruitment and training
 - Assisted the dealer in providing technical feedback to dealer manpower for effective resolution of customer product and service concern
- Summer 2011: **INDIAN INSITUTE OF SCIENCE** Bangalore, India
Department of Aerospace Engineering, Intern
- Studied the basic principles of EFPI (Extrinsic Fabry-Perot Interferometers)
 - Developed a new method of non destructive testing and analysis of metal fracture involving EFPI Sensors
- The Project was carried out under the guidance of Prof CRL Murthy, erstwhile Satish Dhawan Chair, Department of Aerospace Engineering.
- Summer 2010: **GENERAL ELECTRIC COMPANY** Dubai, United Arab Emirates
GE Energy Engineering team, Intern
- Assisted the engineering team in collecting data for resolution of the gear box related issue in Al Taweelah Plant using GE e-field application tool
 - Trained in safety and hazardous system awareness through internal training modules
 - Training in combined cycle power plants and identifying vibration levels in real time through the use of GE M&D Viewer

ADDITIONAL:

- Fluent in Hindi, Kannada, Konkani.
- Experience: Use of C++, Virtual Basic, Matlab,
- Hobbies: Piano, Guitar, Soccer and reading Mystery Novels, and travelling
- Have travelled to Thailand, Singapore, United Kingdom. France, Italy, China, Qatar, and the UAE