**LALIT KILKOTI**

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**Summary**

Proactive Assistant Sales Manager dedicated to handling various tasks with skill and poise. Committed to build talented and successful sales & support teams through dynamic communication and positive reinforcement.

**Highlights**

Extensive knowledge of the Railway industry, dealing with the sales & service teams on following products.

* Electrical connectors for rolling stock application.
* Producing complete range of cable harness for Electric Locomotives, EMU's, MEMU's, Metro coaches etc.
* Power contactors for Rolling stock.
* Loco Earthing equipments.
* Electrical panels.
* Low voltage switch gear parts.
* PA, PIS, PIDS & CCTV.

**PROFESSIONAL EXPERIENCE**

**Assistant Manager Sales March 2022**

Presently working with PPS International Greater Noida as Assistant Manager Sales.

● Deal with customer service issues and resolved customer problems.

● Coordinated with sales & service team to ensure that everyone was on the same page.

**Customer Support Engineer May 2003 to March 2022**

**Siemens Ltd. on payroll of Lobo Staffing Sol. Pvt. Ltd. -Delhi**

Worked with Siemens Ltd. on payroll Lobo Staffing Solutions as a Customer Support Engineer for New Delhi for the servicing and maintenance of 25 KVA Coach Converters and 180 KVA Static Converters for Indian Railways since July 2005.Commissioning, servicing & maintenance of HOG (500 KVA) converters for Indian Railways from June 2010 to June 2014.

**Commissioning, servicing & maintenance of propulsion system of WAG-9 Locomotive from May 2021.**

Worked with Nanda Electrical Enterprises as a Customer Support Engineer for Siemens Ltd. New Delhi for the servicing and maintenance of 25 KVA Coach Converters and 180 KVA Static Converters from May 2003 to June 2005.  
**1.** Undergone 2 Week Training for the 25 KVA Floor Mounted, under slung (Forced Cooled) and under slung (Natural Cooled) versions of the converter.  
**2.** Eighteen Years experience in the servicing and maintenance of the 25KVA Floor Mounted and under slung (Forced cooled) and under slung (Natural Cooled) converter.  
**3.** Undergone 1 Week Training for the 180KVA Static converter.  
**4.** Sixteen Years experience in the servicing and maintenance of the 180 KVA Static converters.

**5**. Twelve Years experience in the servicing and maintenance of the 500KVA (H.O.G.) Static converters.

6. **Undergone 1 Week Training for the propulsion system of WAG-9HC Locomotive.**

**Sales & Service Support Executive** Nov 2002 to April 2003

**M/S ZIP TELECOM**

Six months experience in commissioning, servicing & maintenance of zip telecom instrument. Identified areas of operation that need upgraded software, voicemail, and telephone equipment. Anticipated and analyzed common connectivity workflow problems.Provided support for end users. Found interim solutions to minimize the impact of issues on the business. Maintain generators and UPS batteries for reserve power in the event of power failures.Verified work order information and receipt of all necessary equipment.

**Service Engineer May 2002 to Oct 2002**

**M/S G. Electronics**

Six months experience in commissioning, servicing & maintenance of Electronic Weighing Machines used in Mother Dairy outlets.

Undergone 2 Weeks Training for the electronics weighing machines.

Repair electrical equipment using hand and power tools and testing and diagnostic equipment.

1. **Customer interface** – All India

* Customer interface for product improvements & service feedback
* Reporting the failure patterns to the Group Leader - All India Service.

Study and analyze the failure trends and work out required modification for performance improvement of product.

1. Work with **Product Development team** for development of new products and also in up gradation of existing products.

* Solely handled 180 kVA modifications for PWR SIBCOS cards and Thyristor Firing Card.
* Solely worked on design, testing and implementation of flat band cable of PWR assembly for 180 kVA inverter.
* Solely worked on design, testing and implementation of earth fault bypass scheme for 180 kVA inverter.
* Solely worked on design, testing and implementation of pressure switch for Capacitor for 180 kVA inverter.
* Also involved in component selection, procurement and monitoring for implementation of bypass scheme in all inverters in field.
* Carrying out audit for repeated failure locomotives to locate exact cause of failure. Whether failure is due to Converter or circuitry of locomotive
* Involved in commissioning of new product Hotel load converter (500 kVA) at Delhi.

#### Major Achievements

* + Successfully carried out failure analysis for 180 kVA converter for various failures like IGBT driver card failures, Sibcos card for Inverter assembly and implemented corrective action in entire fleet.
  + Successfully carried out battery charger (180KVA) replacement with modified battery charger in existing locomotive of Northern Railway.
  + Successfully completed all modification related to 180 kVA inverter.
  + Successfully carried out failure analysis for 25KVA converter for various failures like driver card failure, Sibcos card for Inverter assembly and implemented corrective action in entire fleet.
  + Successfully Commissioned Siemens first Hotel Load Converter (2\*500 KVA) at CLW in India, LOCO NO – 30277 (Type: WAP-7; 3 Phase Loco) , 2 year trial with rack from New Delhi to Kalka (Kalka shatabdi)
  + Successfully Commissioned Siemens second Hotel Load Converter (2\*500 KVA) at CLW in India, LOCO NO – 30265 (Type : WAP-7; 3 Phase Loco) , Dispatched at – GZB/NR , trial with rack in Chandigarh shatabdi.

**ACADEMICS**

**3 Years Diploma, Electronics 2002**

Government Polytechnic Nainital – Uttaranchal

**Higher Secondary**

Beersheba Senior Secondary School – Haldwani, (Nainital) Uttaranchal

**Training**

One week training on WAG9 HH locomotive.

**Three days training on personality development and safety held at Siemens Ltd Bombay in 2009.**

**Two days** IMS Detailed Training Program on ISO 14001:2004 & BS OHSAS 18001:2007 standards **at Siemens Ltd. Gurgaon in 2012.**

**Three days training Workshop on Result Orientation & Customer Focus & EHS and First Aid held at Siemens Ltd Mumbai in 2015.**

Two & half day Training Workshop on Interactive skills held at Siemens Ltd Mumbai in 2018.

Four weeks summer training in Telephone Exchange Haldwani Nainital (Uttaranchal).

**Software Proficiency**

Office Software’s: MS-Office (Word, Excel & Power Point) Generic Software: C, Basic.

Operating System: Windows 98, 2000, XP, Vista..

Conversant with Internet

Software- Sibmon, SB-Ladder

**Extracurricular Activities**

**Joined a rural development camp during the diploma course.**

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**PERSONAL DETAILS**

**Father’s Name P.P.Kilkoti**

**Date of Birth 3rd Nov. 1980**

**Marital Status Married.**

**Languages known Hindi, English & Kumauni.**

**Hobbies Playing & following cricket, listening to music.**

**(Lalit Kilkoti)**