

Rèsumè of Kiran S.Thakar

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- Business Development & Sales
- Post Sales Services/CRM
- Sales & Service Channel Development
- Products & Projects -Capital goods
- Energy Management /Audit
- Technical Training / Competence Building



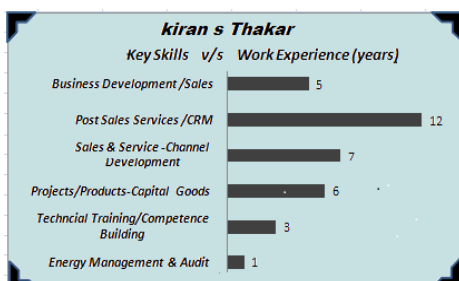
- **Career Objective:** Seeking to impart skill development & training as a professional trainer in the Engineering field of process heating .Keen to develop new generation of skilled people who can generate ,distribute and utilise heat energy efficiently for the industrial use ,resulting into saving of fuels & resources and thus contribute towards GHG emission reduction.
- **Career Synopsis:** Graduate Mechanical Engineer with 35 years of experience in the engineering industry, with hands on experience from lead generation to customer satisfaction and retention in the capital goods space across all manufacturing industry segments.
 - ✓ **Products:** Capital equipment-for Process heating - Boilers, Heaters, Hot water & Hot air Generation system; Industrial process cooling applications;; Fuel combustion (Fossil/Biomass/Renewable, Solid/Liquid/Gaseous), Industrial burners;
 - ✓ Industrial & Comfort cooling -HVAC -Vapour Compression Machines (VCM) and Heat Pumps
 - ✓ **Geographies:** National - All Major Industrial Belts. Overseas to Germany.
 - ✓ **Role:** Pre Sales-Support, Sales, Post sales Service, Preventive Maintenance, Installation & Commissioning.
 - ✓ **Department:** Sales & Service, Channel Management. Technical Services.
 - ✓ **Client Profiles:** Engineering, Hospitality, Pharmaceutical, Oil & Gas, Petroleum, Chemical, Fertilizer, Paper, Rubber, Plywood, Steel, Edible Oil, Food/dairy, Packaging, Breweries/Liquor, Textiles, Ceramic, and Automobile etc.

➤ Key Skills:

- ✓ Direct sales
- ✓ Direct Post Sales Service
- ✓ Channel /Dealer Network Development & Policy formulation-sales & service.
- ✓ Accredited Energy Auditor- By Bureau of Energy Efficiency (BEE), Government of India - Ministry of Power.
- ✓ Product Promotion / Technical Product Literature Development, Installation Operation and Maintenance Manuals.
- ✓ Technical Training-Curriculum Design, Implementation & Delivery – Licensing & Skill Development program.
- ✓ Clean Development Mechanism (CDM) Program under UNFCCC.

➤ Work Experience (Reverse Chronology)

- ✓ Cristopia Energy Systems (I) Pvt. Ltd.- Pune-Branch Head, Since Nov-2014 www.cristopia.co.in
- ✓ Thermax Ltd.-Cooling & Heating Services SBU.-Pune-Sr. Manager (Mar-2013 –Aug-2014) www.thermaxglobal.com
- ✓ Thermax Sustainable Energy Solutions Ltd.- Pune- Sr. Manager, HOD –M&V Services (Jan-2008 –Mar-2013)
- ✓ Cristopia energy systems (I) Pvt. Ltd.-Pune-Branch Head, Regional Manager (May-2006 – Jan-2008) www.cristopia.co.in
- ✓ Accurate Techniques- Pune- Consultant (Oct-2002 – Mar-2006)
- ✓ Isotex Corporation – Pune -Business Manager (Oct-2001 – Sept-2002)www.isotexcorp.com
- ✓ Thermax Ltd.- Process (Heat Division)-Pune-Associate Manager (Aug-1983 –Aug-2001) www.thermaxindia.com
- ✓ Indore Iron & Steel Company-Indore -Trainee Engineer (Jul-1982- Jul-1983)



➤ Compiled Key Result Areas

- ✓ **Business Development**
 - Technical /Consultative Sales - product, project & services.
 - Dealer business management -appointment, operation & performance review.
 - Dealer Agreements, contracts.
 - Implementing sales, operational & service standards.

- Prepared policies for the company's dealers, service policy manual.
- Technical Training/ Licensing.
- Process implementation for tracking customer's satisfaction.

➤ Major Work Experience

◆ At Cristopia Energy Systems India Pvt. Ltd: (Joint Venture with CIAT, France): Total - 3 years 6 months

❖ Branch Head Nov 2014 to Sept 2016 1.10

❖ Branch Head - Regional Manager, May 2006- Jan 2008 1.8+

- Accountable for total revenue Generation of through Sales of Comfort Cooling / Air conditioning Vapour Compression Machines with Low side & high side project work of HVAC system.
- Established Regional office sales & service Operation and Management-at PUNE for Maharashtra & Goa.
- Responsible for handling the HVAC Business Development- Sales - Direct/OEM/Corporate/Dealer sales.

◆ At Thermax Ltd (Process Heat Division, Sustainable Energy Solutions, Heating & Cooling Services): Total - 24 years 7 months

❖ Heating & Cooling Services, Pune ,Senior Manager, Mar 2013–Aug 2014

- Standardization & Preparation of technical Product & Project manuals for fuel oil/gas /solid fuel fired - Package boilers, Hot water & Hot air generators, Thermic fluid heaters and Accessories.

❖ Thermax Sustainable Energy Solutions -Project management , Senior Manager–M&V Services -Jan 2008-Mar 2013

- Development of the Clean Development Mechanism (CDM) Program of Activities (PoA) validation & registration under United Nation Frame Work Convention on Climate Change (UNFCCC), HQ-Bonn, Germany, with a technical team of 15
- Inclusion of CDM project activities (CPAs) for generation of Certified emissions reduction (Carbon Credits)
- Managed over all CDM project Activity (CPA) management under the PoA, which includes - Site project execution, Project tracking, Periodic reviews, Project site validation, M&V order execution, Project inclusion and verification.

❖ Process Heat Division- Associate manager-Service Channel, Pune–National role, Nov 1996 –Aug 2001

- Accountable for country level post sales services through channel net work- for capital goods, CRM.
- Responsible for efficiently handling the daily Customer Complaint Resolution & Management, at national Level.
- Prepared & Implemented "Service Franchise Policy" Across India for Network of 60 Service Franchisee organizations.

❖ Process Heat Division- Associate manager-Service, Bhopal–Regional role, Aug 1983–Nov1996

- Responsible for - Site Engineering projects of process heating equipment, system accessories Like, Flue gas & chimneys, Fuel & Ash handling, feed water, pumps, Air & Flue gas Fans, Air pollution control, Pipelines-fuel, water, steam, thermic fluid, electrical-system, Furnaces.
- Accountable for regional level Post sales services- for capital Goods & CRM.

❖ Managed Regional post sales services of all types of ;

- Packaged steam boilers (50 kg to 20 TPH), & Thermic fluid hot air and hot water generators (0.05 Million to 3.5million Kcal/hr) & its accessories.
- Fuels – solid / liquid / gas, variety of solid fuels-biomass, coal, lignite, fuel oils & gas fuels, etc.
- Various types of Conventional / FBC furnaces & Industrial burners.

⚙ Achievements

- ✓ Managed Thermax customer base of 465 in the largest region of central India for post sales services.
- ✓ Prepared & implemented "Service Franchise Policy" document, across India for network of 60 service franchisee organisations in India. Business of Rs 230 Million with 20% rise every year till 2001.
- ✓ Completed more than 50 Technical Product & system manuals within a short span of a year.
- ✓ Registered First Industrial CDM PoA in the world.
- ✓ 100% success rate of all 30 renewable fuel -CDM Project Activity (CPA) inclusion, with generation of 1, 60,000 CERs till date and for CPA Verification and issuance of CERs (or Carbon Credits).

◆ Accurate Techniques, Pune, Consultant to Thermax Ltd. Oct 2002-Mar2006: Total - 3 years 5 months

- Energy audits for Industries
- As a consultant-Managed Licensing Training Programs (3 Levels) for the service channel's engineers- Assessment of Training needs, Curriculum Designing, Technical training & Program management. Work Level Licenses were awarded by Thermax for competency development for the dealer engineers to handle specified dealer range products of Thermax.

⚙ Achievements

- ✓ Trained more than 250 Thermax Sales Service engineers ,service dealer engineers & technicians from year 2003 to 2006 on products, site installation, commissioning, trouble-shooting, Steam/Heat applications of packaged steam boilers / thermic fluid heaters/hot air/water generators on various fuels like coal, biomass, liquid and gas.

◆ **Isotex Corporation, Ahmadabad, Gujarat, - Business Manager & Consultant Oct 2001-Sep 2002: Total -11 months**

○ Responsible for direct product sales and OEM management.

⚙ **Achievements**

✓ Developed Dealer Sales policy document.

✓ Product Catalogues and literature design (Capital goods – Process heating equipment)

