

GURPREET SINGH

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PROFESSIONAL EXPERIENCE

A.S Engg Enterprises

Oct 2017-August 2019

Junior Engineer- Punjab, India

Manufacturing:

- Managed a team of 4 responsible for the manufacturing of Gear Hob Cutters, Gear Mining cutters, HSS End Mills and HSS Slitting Saw fixing various parameters in the Lathe as well as CNC according to the customer's requirement.
- Collaborated with clients to understand the market requirement and competition for the improvement in the manufacturing process.
- Supervising engineering and technical staff and diagnosis of the fault if occurred related to the manufacturing process.
- Coordinated all start-up check sheets for the manufacturing of new tools.
- Evaluated work instructions, security alert, freeze frequency calibrates gauge and instrument, and maintain datasheet.
- Verified manufacturing of new cutting tools.
- Planned and organized the maintenance schedule of the manufacturing machines to avoid breakdowns and accidents.
- Made various improvements in operations to enhance efficiency and accuracy of working within the constraints.
- Coordinated with the marketing team and the new product development team in manufacturing cycle and process development.

Quality Control:

- Conducted quality control by scanning every finished workpiece to ensure that every tool is smooth.
- Identifying the defects and making a memo for its improvement and assuring its non-repetition.
- Was Responsible for quality checking the raw material which was used for manufacturing the tools.
- Conducted cutting tools manufactured products tests and assessments.

Zomato Media Pvt. Ltd.

May 2016-August 2017

Senior Customer Care Executive- New Delhi, India

- Worked as full-time customer service executive in a food ordering and delivering organization.
- Managed 100+ daily customers over chat process; answer customer's questions and helped them to get updated with delivery of their food.
- Update customer's profile and track unresolved issues.
- Serve as proactive, empathic and positive sounding board for the customers.
- Partner with the Team Leader to deliver solutions and escalate issues as needed.
- Achieved an 88.79% customer satisfaction rating in 2017.
- Partnered with restaurants to clarify the complaints and delivery issues with the customers.
- Assisted customers with account financials and making credit adjustments as needed.
- Represented new services to the restaurants regarding delivery and benefits of using the Zomato application as their delivery partner.
- Managed the team of 8 for 3-4 months under the guidance of Team Leader.

EDUCATION

Northeastern University, Boston, MA

Jan 2020-Dec 2021

Master of Science in Project Management

GPA 3.70/4

Relevant Coursework: Leading and Managing Technical Projects, Project Quality Management, Project Risk Management, Project Scheduling and Cost planning, Project Scope Management, Negotiation, Mediation, Facilitation, Principles of Agile Project Management, Project Management practices, Lean Product Development, Advanced Agile Project Management, Agile Implementation.

Kurukshetra University, Haryana, India

April 2011-August 2015

Bachelor of Technology in Mechanical Engineering

CGPA 7.12/10

TECHNICAL SKILLS

Microsoft Azure, Quality Assurance, Incoming Quality Control, Lathe and CNC Machine, Project management, Auto-Cad, MS PowerPoint, Engineering Drawing, JIRA, TRELLO Microsoft Excel, SharePoint, MS Project, MS Office Tools.

ACADEMIC PROJECTS

XN Project (Market Research on Medicare Industry): Riipen

Ongoing

Deliverable:

- Competitive analysis of the industry segment.
- Comparison of current and historical market rates of the services.
- Identify closest competitor and how do we differentiate ourselves.
- The strategic recommendations for growth.

Virtual PMO services, Northeastern University

May 2020

- Identified 15 risks in the project by placing them in various categories and conducted a qualitative and quantitative analysis.
- Initiated Earned Monetary Value technique for quantitative risk analysis and assigned a 10% contingency reserve.
- Revised risk mitigation strategies leading to a decrease in impact and probability score by 25%.

Colin Co. (New Product Dev.), Northeastern University**November 2020**

- Identified the change in the design of the garment steamer according to the customer feedback.
- Conducted Research and Development on the product design such that there is an increase in efficiency with less power generation.
- Created the house of quality for the process and its attributes to ensure it meets the QA criteria.
- Created the process control chart with minor detailing of all the parts associated with the project.
- Published the final report as an assignment to the professor and presented the successful quality control and assurance simulation using the Harvard Quality Simulator.
- The labor cost of the product was reduced by 10% while the efficiency was increased by 30%.

PROFESSIONAL CERTIFICATES, AWARDS, AND ACHIEVEMENTS

- Project Management Course certificate from Harvard University.
- Winner of College Cultural Fest (Azzaro, 2k15) dance competition during the bachelors.
- Represented the college at state level dance competition and won the runner-up trophy.
- Played basketball for the college at the state level.
- Overall cultural head of the cultural activities department in college's fest (Azzaro, 2k15).
- Choreographed the Bhangra (Folk dance) for Northeastern University cultural fest (NEU Sanskriti 2020).