

ARPAN MAJI

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FLEET MANAGEMENT PROJECT LEADER | EV TECHNOLOGY EXPERT

Optimization | GCC Project Execution | Team Leadership | Team Skill Development | Project Optimization by Data Analysis | Schedule & Preventive Maintenance | Material Requirement Forecasting | Total Quality Management | ISO, Concurrent, Statutory Audits | Govt Liaisoning | Fleet Operational Excellence | Inventory Control | Cost Cutting & Efficiency | Critical Failure Investigation & Diagnostics | Customer Care Executive

Industry Exposure: O&M, Automotive, Engineering, Fleet Management, Customer Care

Out Of The Box Thinking Executive who keeps a steady finger on the pulse of **360° Project Management & Optimization** with a focus on continually standardizing, improving, and fine-tuning systems, processes, team building and policies. **Operational leader with 2+ years of high-level engaged experience** in strategizing to find cost-effective project management procedures to execute sustainable **Gross Cost Contract** project with core focus on customer service.

PROFILE SYNOPSIS

- Exhibits prowess in **leading a diversly expert team** towards a singular point glorious financial performance by contributing, motivating, adapting technological leap forwards, with ISO standard program execution and cross-functional initiatives & proactive engagement that yield operational dexterity.
- As EV Technology Specialist:** Robust skills in leveraging metrics to be a lead role to run 81 strong EV bus fleet.
- As Gross Cost Contract Project Executive:** Optimization with rigorous application of data analysis of all types of operational inefficiencies to maximize financial out of operation, keeping safety as a prime drive.
- As Parts Forecasting Specialist:** Implementing strong analytical methods to predict accurate spare requirements predictions to minimize fleet downtime as well as continuous monitoring mechanism to minimize inventory related disputes.
- As Customer Care Maestro:** Keeping continuous rigorous check & feedback loop for each minute aspects of customer demands for 24*7, 365 days to enhance customer experience & satisfaction to the world class level while using product.
- As Safety Watchdog:** Being the voice of each subordinate to achieve a truly safe & healthy environment to work for, by eliminating more than 100s of unsafe practices & conditions permanently.
- As Cross Organization Technical Support Lead:** Supporting cross organization team members for EV technical guidance & training on daily basis to improve robustness of team at remote locations pan India.
- As Product Improvement & Development Driver:** Engaging with product development & production team to point out quality & design improvements area after failed parts analysis and to implement retro fitment activities to strengthen product reputation.
- As a Driving Force in Organizational Growth:** Continuously advocate process improvements to overachieve operational KPIs and training large teams to give rise to capable workforces oriented towards safety, quality and efficiency.
- Technical Purview:** MS Office Apps, SAP MM, Auto CAD, IoT, Automation in O&M industry, EV in depth technology development & analysis, Power electronics & electrical diagram expertise, Schedule & Preventive maintenance planning.

PROFESSIONAL EXPERIENCE

Executive – Service Engineer (Asst. Depot Manager) | TATA Smart City Mobility Solutions Ltd., Mumbai | 2021 – Present

250+ Million INR annual revenue generation	Accurate Spare Forecasting resulting in 30% ↓ inventory cost	↓ Down Time for Maintenance
↓ Operational Inefficiency Losses	100% customer fleet availability around the year	Failure Analysis of EV spare parts & Retro Fitment Project for better EV performance

- Lead a team of 60 people to manage, operate, and maintain highly efficient 100% availability of 81 EV buses to customer under GCC model.
- Execute second in command role for managing 1 Billion INR asset & Annual revenue of 250+ Million INR.
- Improved the safety environment for Depot & technical work force.
- Kept breakdown rate below 0.8/10K Km Run
- Customer desired availability met 100% for each day.
- Manage store inventory of 2.5Million INR.
- Actively participate and contribute to the internal product & process improvement drive for strengthening future business.
- Conduct multi-level audits – ISO, Safety, Product, Quality, Store Inventory, GCC operation & Reconciliation for the same.

Cadre DET – Shift In charge (Maintenance) | TATA Motors Ltd, Jamshedpur | 2021 - 2021

- Maintain PLC & SCADA operated CNC machine & Assembly line worth appx 3 Billion INR.
- Lead a rotational team of 15 for a shift (5 a shift) to attend breakdowns & preventive maintenance.
- Repair Power Electronics devices.
- Safety awareness increased among team members.
- Diagnosis & technical analysis of CNC machine & assembly lines
- Digitization of Sub assembly lines

ACADEMIC CREDENTIALS

- **B.Tech. – Engineering Technology** | BITS Pilani | WILP | Pursuing (2026)
Current CGPA: **8.6** (Subjected to change)
- **Diploma – Electrical Engineering** | WBSCTE | Ramakrishna Mission Shilpamandira | 2020
Overall CGPA achieved: **9.4 (89.6%)**
- **HSC (10+2) (PCM)** | WBCHSE | MBSI | 2017
Overall marks achieved: **80.8%**
- **SE (10th) (Sate Mandate)** | WBBSE | MBSI | 2015
Overall marks achieved: **83.28%**

CERTIFICATIONS

- **100% Customer Fleet Availability** | TATA Smart City Mobility Solutions Ltd. | June'23
- **Lead Technology Diagnosis Officer** | TATA Smart City Mobility Solutions Ltd. | November'22
- **Introduction To Quantum Computing Course** | IBM | May'21
- **Vocational Trainee Engineer** | West Bengal Power Development Corp. | November'19