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<https://www.linkedin.com/in/ppcpankaj/>

Skills

- Operations management
- EV / ADAS Operations
- Process optimization
- Quality assurance
- Client relationship management
- Cross-Functional leadership
- Data analysis
- AutoCAD | SAP | Excel
- Windows and Linux operating systems

Education

B.Tech

Mechanical Engineering

RGITM - 06/2015

Diploma

Mechanical Engineering

HSBTE - 06/2012

Senior Secondary

Science

HOS, Bhiwani - 04/2014

Secondary

General - 04/2009

HBSE, Bhiwani - 04/2014

Training

- Honda Motorcycle & Scooter India, Manesar | Jan 2015 – Jun 2015
- Musashi Auto Parts India Pvt. Ltd., Bawal | Jun 2011

Languages

Hindi - Native

English - Proficient

Personal Details

Father's Name: Om Parkash Sharma

Date of Birth: 27 June 1994

Nationality: Indian

Gender: Male

Marital Status: Married

Pankaj Sharma

Summary

Results-driven Deputy Manager with 10 years of experience in operations management, EV and ADAS deployments, and product development in automotive and technology sectors. Managed a diverse client portfolio and led installation of over 18,000 vehicles. Enhanced customer satisfaction through strategic client relations and operational improvements.

Experience

Mashey Infotech Pvt. Ltd. (Shoora Group) - Deputy Manager – Operations

Gurugram | 12/2022 - 05/2025

- Managed end-to-end operations for 35–40 clients, including 8–10 international accounts in Gabon, Tanzania, and China.
- Led deployment and operational management of 1,500–2,000 vehicles/devices monthly across various fleets.
- Executed over 18,000 vehicle installations, ensuring adherence to quality and safety standards.
- Increased customer satisfaction by 30–40% through structured after-sales processes and proactive client engagement.
- Coordinated with global manufacturers and software teams to enhance product quality and market alignment.
- Conducted RCD (Requirement, Concept, Design) for new products based on client needs and market trends.
- Facilitated transition of devices from offline to online systems for real-time monitoring and efficiency.
- Mentored a cross-functional team of 45+, fostering performance accountability and delivery excellence.

The Hi-Tech Robotics Systemz Ltd. - Senior Executive – Operations

Gurugram | 03/2018 - 11/2022

- Resolved customer complaints efficiently, adhering to dealership and service guidelines.
- Generated and distributed Quality Assurance reports for clients and stakeholders.
- Supported ADAS software training through precise data collection and annotation.
- Installed and configured Novus Aware Driver Monitoring Systems across various vehicle categories.
- Managed client communications via phone and email, ensuring professionalism and promptness.
- Developed weekly schedules and operational reports tailored to client needs.
- Prepared daily, weekly, and monthly reports for Head of Installation.

J L Wire & Cables - Senior Engineer – Production

Rewari | 08/2015 - 02/2018

- Planned and scheduled production activities, ensuring alignment with delivery and quality targets.
- Implemented Lean Manufacturing practices to enhance efficiency and minimize waste.
- Monitored key performance indicators (KPIs) to assess and enhance quality, productivity, and efficiency.
- Conducted workforce training programs on 5S, Kaizen, process control, and safety awareness, fostering a culture of continuous improvement.

Awards & Honors

- Promoted 3 Times: Senior Executive → Assistant Manager → Deputy Manager
- Recognized with Best Employee Award – 6 times for outstanding performance and leadership