

Sagar Kumar, EIT

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Summary

Driven, passionate and professional graduated with a Master of Thermal Engineering. Completed several projects and did intense research work in the field thermal and the study of the fluid behavior with the publication in the field. Eager to begin a position as a process engineer to utilize my skills and experience in working with teams and enhance the processes to their maximum output.

Skills

Type	Skills
Platforms	Windows 7/8/10
Windows tools	MS word, Excel and PowerPoint

Relevant Work Experience

Fido-Customer Service Representative

- Actively listen to customers and offer products and support to cater their needs.
- Provide support, guidance and mentorship to the employee.
- Assist the customer to the satisfaction to their, with query and resolve the issues while remaining under the institution policy.
- Develop good customer relation by providing the clear instruction in verbal and written.
- Complete accurate transactions in effective and precise manner with an attention to detail.
- Assist with complex customer issues & provide favorable solutions.
- Efficiently resolve issues during the first contact.
- Take responsibility to resolve issues from beginning to end.
- Receive and incorporate feedback on a regular basis, to improve personal and professional development.
- Reach and attain sales objectives tailored to each client's needs to ensure that they are satisfied and content with the service provided.

Assistant Project Manager

Enhancing the process

- Taking part in the supervisor meetings to meet the production goals and discuss the future project.
- Maintain the cleanliness of the production area as per the GMP standard.
- Mentored the new employee and junior team members.
- Lead team meetings and conducting the training and knowledge sharing sessions from time to time.
- Preparing reports to highlight the issues and the problems of the production and deliver those reports to the appropriate department.
- Collaborate with process safety and vigilance team such as Research and Assess Risk Management Processes and Production Safety.

- Observations and Supervision at Production and prevention of cross contamination while handling multiple food batches.
- Performing PH analysis with the electric PH meter and Litmus paper. Sample preparations for quality control.
- Maintaining and following safety Practices such as PPE, issuing work permit, using Fire Extinguisher and followed systematic procedure for hazardous chemical handling and lab waste disposal.
- Manufacturing the food products as per Batch Manufacturing Record (BMR) & performing process operations as per Standard Operating Processor (SOP)
- GMP Documentation including checking of Equipment use logs, Parameters records like Room temperature, Humidity and Room pressure, area cleaning records.
- Write the troubleshooting report with technical details.

Team Lead/ Process Operator

- Leading the team of 4-6 people, assign them job duties.
- Maintain the details to of the daily production sheets and informed the irregularities such as problem and issues during the production.
- Attending the team meetings and the training workshops at work place.
- Operating manual and automated equipment to control the process perimeters.
- Update the technical department for the machine maintenance.
- Staging the raw material and assisting the material handler in staging and cleaning the equipment.
- Taking care of the hazardous material such as acids, base and the allergic material.
- Filling the daily work reports and the track sheet for the raw material and for the final product.

WORK EXPERIENCE/ TRAINING

S. No.	Title	Organization/Industry/Venue
1.	Customer Service Representative	IO Solutions, Charlottetown, PE
2.	Assistant Project Management	TWI Food Incl. Toronto, Ontario
3.	Team Leader	TWI Food Incl. Toronto, Ontario
4.	Six months project training "Study and estimate the scrap in ring foundry and ring machine shop"	Federal Mogul Goetze India (Ltd.) Patiala.
5.	Two days workshop "Non-destructive testing and its application"	JIECO Institute Of NDT & Welding Technology,
6.	Four week Industrial training "Introduction to basics of Loco engine processes"	Diesel Loco Modernisation Works

Educational Qualifications

Post-Graduate-Certificate (Advanced Project Management & Strategic Leadership)

Lambton College, Mississauga, Ontario.

Completed in 2021

CGPA: 8.32

M.E (Thermal Engineering)

Thapar Institute of Engineering and Technology
(Deemed University), Patiala, India

June 2018

CGPA: 8.45

B. Tech. (Mechanical Engineering)

Swami Vivekanand Institute Of Engineering & Technology, Banur
Affiliation: Punjab Technical University, Jalandhar, India.

April,2015

Grade: 79.79%

Thesis Title

Supervisors

Master's thesis: "Study of Rheological Characteristics of mineral ore slurry"

Dr. Satish Kumar (Assistant Professor)
Mechanical Engineering Department, Thapar
Institute of Engineering and Technology, Patiala,
India

S. No.

Authors/Title

Journal/Issue/Impact factor

- | S. No. | Authors/Title | Journal/Issue/Impact factor |
|--------|---|--|
| 1 | Sagar Kumar , Satish Kumar, Mandeep Singh, Jatinder Pal Singh. Rheological Characteristics of Uni-variant and Bi-variant Particle size distribution of Iron Ore Suspension | <i>Transactions of the Indian Institute of Metal</i> |
| 2 | Jashanpreet Singh, Satish Kumar*, S. K. Mohapatra, Sagar Kumar . Shape simulation of solid particles by digital interpretations of scanning electron micrographs using IPA technique.
In: <i>8th International Conference of Materials Processing and Characterization (MPC 2018), Gokaraju and Rangaraju Institute of Engineering and Technology, Hyderabad, India.</i> | <i>Materials Today's: proceedings.</i> |
| 3 | Mandeep Singh, Satish Kumar, Sagar Kumar , Gopal Nandan. Characterization of Iron-ore suspension at In-situ conditions.
In: <i>8th International Conference of Materials Processing and Characterization (MPC 2018), Gokaraju and Rangaraju Institute of Engineering and Technology, Hyderabad, India..</i> | <i>Materials Today's: proceedings.</i> |
| 4 | Satish Kumar, Mandeep Singh, Sagar Kumar , S.K. Mohapatra. An optimum set of loss models for centrifugal pump.

In: <i>10th International Conference on Recent Development in Engineering Science, Humanities and Management</i> | <i>International Journal of Advance Research in Science and Engineering.</i> |

Person Skills

- Self-motivated
- Work with the minimal guidance
- Analytically strong
- Comfortable working independently as well in the team
- Ability to make decision
- Organizational and management skills
- Ability to work under the pressure.
- PLC Programming and ladder logic
- 3D modeling with SolidWorks and AutoCAD
- LabVIEW
- Research
- Project management
- MATLAB and Arduino
- Creativity
- Problem Solving and Analysis
- Prototyping and Testing
- Hand sketching
- Technical Writing and knowledge of writing tools