

To,  
The Hiring Manager  
Transformers & Rectifiers (India) Ltd.  
Ahmedabad, Gujarat

Subject: **Submission of Resume/CV for Relevant Post by Himanshu Keriya**

Dear Hiring Manager,

I am writing to express my interest in an engineering opportunity at **Transformers & Rectifiers (India) Ltd.** With over **Eight years of experience** in Service Engineering, Industrial System Operations, and Technical Support, I am eager to contribute my skills to your esteemed organization.

My professional background includes Installation, Commissioning, Preventive/Corrective Maintenance, and Customer Support for Large-Scale Industrial and Mission-critical systems. I have worked extensively in regulated environments where Safety, Quality, Compliance, and Uptime are essential. Currently serving as **Manager – Service & Support**, I Lead Teams, Coordinate Field Operations, and ensure High Standards of Service Delivery.

Transformers & Rectifiers (India) Ltd.'s strong focus on Engineering Excellence, Manufacturing Quality, and Customer-centric Service closely aligns with my professional values and experience. I am confident that my hands-on technical knowledge, Leadership abilities, and Commitment to Operational Excellence would allow me to add value to your service and engineering teams. Following are my domain of expertise, for your ready reference.

1. Industrial Machinery/Equipment – Installation & Commissioning (SATs, FATs, Compliances, etc.)
2. Pre-sale Demonstration, Client Engagement and Technical Specifications presentations
3. Post-sale Service and Support Management (Validation, QC, Warranty, AMCs, SLAs, etc.)
4. Automation & Production engagement (Industry 4.0)
5. IT & Network Infrastructure, System Administration, etc.
6. Customer Relationship, Stakeholder/ Vendor Engagement and Safety & Compliance management

I would welcome the suitable opportunity to discuss how my skills and experience can contribute to your organization. Thank you for your time and consideration.

Yours sincerely,  
**Himanshu Keriya**



# HIMANSHU KERIYA

**Industrial Automation, Installation & Commissioning  
Manager – Service, Support & After-Sales Engineering  
Technical Operations, IT and Administration Leadership**

Ahmedabad, Gujarat, India

+91 88660 47730

himanshukeria@gmail.com

[LinkedIn Profile](#)

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## PROFESSIONAL SUMMARY

Experienced **Support & Service Engineering Professional** with **8+ years of Managing Service field, Technical Support & Operations, Customer Support, and Field Service Delivery** across industrial automation, inspection systems, and large-scale technical deployments. Strong track record in **Installations, Commissioning, PM, CM, and Systems Reliability** in mission-critical environments. Skilled in **Troubleshooting, Team Coordination, Client Engagement, and On-site Technical Operations**, now working in a **Manufacturing-driven Engineering**, supporting equipment deployment, service quality, and support operational excellence.

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## CORE SKILLS

- Field Service & Technical Support | After-Sales Customer Service
- Industrial Equipment Installation, Commissioning & Maintenance
- Electrical, Instrumentation & Control Systems
- Application & Product Support | Technical Support Leadership
- Pharma Track & Trace | Serialization Systems
- X-Ray Container & Baggage Scanners (Rapiscan Systems)
- PLC Programming (Siemens TIA Portal) | SCADA - Siemens
- System & Network Support (Windows, Linux, macOS)
- IT Infrastructure Management | ITSM | SLA | ITIL Practices
- Team Leadership | Problem Diagnosis & Resolution
- Facility, Inventory & Vendor Management
- Documentation, Compliance & Quality Assurance
- Safety Protocols & Preventive Maintenance
- Customer Relationship & Stakeholder Engagement

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## PROFESSIONAL EXPERIENCE

- **Manager – Service & Support**
- **URL Aseptic Automation Inc.**, Ahmedabad, Gujarat (*Apr 2024 – Present*)
  - Lead end-to-end **Technical Service and Support Operations** for Pharma Track & Trace and Serialization systems. Includes, Machine Installation & Commissioning, Qualification and after-sales service and support.
  - To Manage as well as Provide **Software, Hardware, and IT Support** to pharmaceutical manufacturing clients. Prepare and manage **Technical Documentation, Validation, and Compliance records**.
  - To be a part of Machine Manufacturing (Production) team and prepare the System as per Customer URS & FDS.
  - Supervise and allocate support tasks, ensuring timely resolution of customer complaints & issues.
  - Coordinate closely with manufacturing and engineering teams to ensure **High-Quality Post-sales Support**. Drive continuous improvement in support processes and customer satisfaction.
- **Senior Service Engineer**
- **ECIL – Rapiscan Limited**, APM Terminals - Pipavav Port, Gujarat (*Jun 2019 – Mar 2024*)
  - Installed and commissioned **Eagle P60 Drive-Through Container Scanner (DTCS)** for cargo vehicle inspection (Plus, various Large to Medium Scale Scanning machines) at APM Terminals. Completed **SATs, FATs, Customer Validation Tests**, etc. To work on **Government Regulatory Requirements**.

- Delivered **24×7 Service, Preventive Maintenance (PM), Corrective Maintenance (CM) and Breakdown Support** for X-ray inspection systems. Manage MTBF, MTTS, MTTR, RMA, PR, IM, MM, etc at Rapiscan Systems (US & UK) level. Lead the team of 09 Engineers, as well as Training teams on **Electrical, Instrumentation, Networking, and Software systems**.
- Led service operations along with **Facility Management, Compliance Assurance, and Safety Procedures**. Managed Administrative responsibilities alongside customer centric operations.
- Managed **Vendor Coordination, Inventory Planning, and Customer Relationships**. Ensured uninterrupted operation of security-critical scanning systems at port facilities.

- **Technical Support Executive**

- **Infinity Infoway Pvt. Ltd.**, Rajkot, Gujarat (*Jan 2014 (with studies) – May 2018 – Jun 2019*)
  - Provided **Web and Software Technical Support** to 600+ travel companies across India.
  - Installed applications and conducted **Client Training and Onboarding**.
  - Delivered B2B and B2C support through on-call, e-mails and remote assistance.
  - Addressed client requirements efficiently to maintain high service satisfaction.

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## EDUCATION

- **Bachelor of Engineering (Electronics & Communication) – CGPA: 7.95**  
Government Engineering College (GTU Affiliated), Rajkot | 2015 – 2018
- **Diploma in Engineering (Electronics & Communication) – CGPA: 9.14**  
Atmiya Institute of Technology & Science (GTU Affiliated), Rajkot | 2012 – 2015
- **H.S.C. (Science Stream) – 51%** (GSHSEB, Gandhinagar)
- **S.S.C. – 83.85%** (GSEB, Gandhinagar)

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## CERTIFICATIONS & TRAINING

- Basics of PLC (Programmable Logic Controllers) – Siemens TIA Portal
- Basics of AC-DC Drives
- Advanced Telecom – BSNL, Rajkot

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## ACADEMIC PROJECT

- **IoT-Based Android / Internet Controlled Automation System**  
Designed a remote automation system using **IoT and Android/Web interfaces**.  
Enabled users to control appliances (lights, fans, etc.) over the internet.  
Gained hands-on experience in **IoT automation, networking, and remote system control**.

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## LANGUAGES

1. English
2. Hindi
3. Gujarati
4. Sindhi

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## ADDITIONAL DETAILS

- Date of Birth: 20-September-1995
- Hometown: Rajkot, Gujarat
- Passport: Available
- Nationality: Indian

*I hereby solemnly declare that the information furnished above is true and correct, and I hold all relevant supporting documentation. I accept full responsibility for the accuracy of the information provided.*

**Thank You**