

NAME SURNAME



Senior leader with 21+ years of experience across Aerospace, Power Generation, and Industrial Automation sectors. Proven track record in driving operational excellence, delivering innovative solutions, and optimizing outcomes for 30+ multibillion-dollar clients in 14 countries. Skilled in managing complex relationships, resolving high-stakes disputes, and leading cross-functional teams to achieve sustainable growth and customer satisfaction.

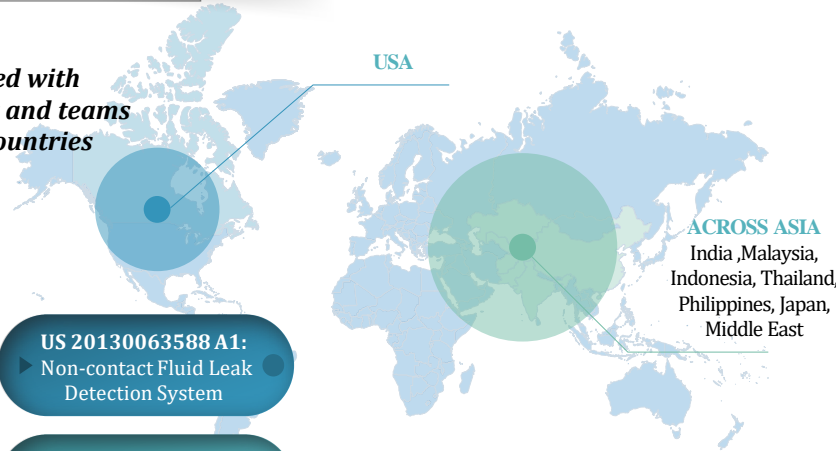
CAREER PATH



INDUSTRY EXPERTISE (21+ years experience)

- Aerospace (\$25 Billion USD in Execution):** Deep expertise in managing multi-year service agreements for aerospace engines, including LEAP-1A, GENx, GE90, CF34, and GE9X at GE Aviation. Proven track record in fleet management, entry-into-service (EIS) operations, and customer relationship management. Skilled in overseeing technical and commercial support, resolving complex customer issues (~\$ 100 million USD in commercial support), and driving fleet optimization across global airline operators such as AirAsia, Air India, Vistara, and Biman.
- Power Generation Services (\$900 Million USD):** Extensive experience at managing contract performance (CPM) and multi-year service agreements for heavy-duty gas turbines in global power generation projects. Expert in contract management, enhancing operational efficiency, resolving technical disputes, and delivering business outcomes for clients in the power generation sector.
- Engineering & Design (Gas Turbines):** Specialized in engineering services for gas turbines, providing technical leadership and innovative solutions for fault detection and monitoring systems across both aerospace and power generation industries. Holder of multiple patents for advancements in gas turbine fault prediction and monitoring technologies.
- Manufacturing & Industrial Automation:** Led the optimization of automation systems within the metals industry at Alstom Power Conversion, enhancing manufacturing efficiency. Extensive hands-on experience in the automotive sector with Divine Automation and Losung Automation Pvt. Ltd., focusing on cutting-edge automation technologies to improve production processes.

Worked with customers and teams in 14 countries



Leading customer success for **GE Aerospace South Asia as the sole CUSTOMER SUCCESS LEADER**, supporting **20+ operators, including Air India and Vistara**, across engine families like **GENx, GE90, LEAP, CF34, CF6, and CFM56**.

US 20130063588 A1:
▶ Non-contact Fluid Leak Detection System

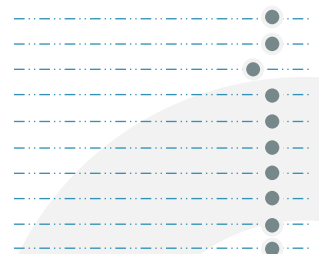
US 20130103356 A1:
▶ Gas Turbine Monitoring System

US 20130274898 A1:
▶ Turbine Fault Prediction

US 20120057024 A1:
▶ System & method for monitoring component

SKILLS PORTFOLIO

Strategic Leadership & Growth Vision
C-suite Collaboration & Stakeholder Engagement
Global Business Operations & P&L Management
Complex Commercial Issue Resolution
Claims Management
Aerospace Expertise
Lean & Process Improvement
Cross-Functional Team Leadership
Customer Advocacy & Relationship Management
Cross Cultural Leadership



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SIGNIFICANT CONTRIBUTIONS

GE AVIATION | SINCE 2015



Customer Success Leader

June 2022 – Present
New Delhi



Senior Fleet Support Engineer – Aviation

June 2018 – July 2022
Kuala Lumpur, Malaysia



Staff Engineer

March 2015 – June 2018
Bengaluru, India

Navigating a transformative journey at GE, mastering **technical innovation**, **operational excellence**, and **customer advocacy** across diverse industries. Starting as a **Turbine Controls Specialist**, designing and optimizing **gas turbine systems** for global power plants, the role evolved into managing **multi-year service agreements**, driving **performance optimization**, and implementing **Six Sigma process improvements** to enhance quality and efficiency. Transitioning into aviation, the focus shifted to managing **fleet performance**, leading **Entry-Into-Service (EIS)** programs, and delivering **data-driven solutions** to sustain **fleet reliability** and **operational readiness**. Rising to a **Customer Success Leader**, the journey culminated in building strategic partnerships with marquee clients, resolving **complex technical challenges**, and aligning **customer needs** with **business priorities** to sustain growth and market leadership in the **Asia-Pacific region**.

Customer Success Leader | June 2022 – Present | New Delhi, Delhi, India

- **Aerospace (\$25B Execution):** Expertise in managing service agreements for engines like **LEAP-1A, GENx, GE90, CF34, and GE9X**, driving **fleet optimization, EIS operations**, and ~\$100M in **commercial support** for airlines including **AirAsia, Air India, Vistara, and Biman**.
- **Client Advocacy with Strategic Alignment:** Serve as the **single point of contact** for over **30 airline operators** in the **Asia-Pacific region**, balancing **client advocacy** with the protection of **GE Aviation's strategic and commercial interests**. Act as a trusted partner for marquee customers, including **Air India, Vistara, Biman Bangladesh, AirAsia**, and others.
- **Resolving Complex Challenges:** Act as a **problem-solver for clients**, addressing intricate technical and commercial challenges while driving long-term solutions. Ensure swift resolutions to escalations, maintaining operational continuity and enhancing customer satisfaction.
- **Driving Entry-Into-Service (EIS):** Lead successful **EIS projects** for multiple airlines, ensuring seamless deployment, operational readiness, and alignment with global standards. Establish robust processes to deliver smooth product introductions and first-class service experiences.
- **Customer-Centric Solutions:** Advocate for customer needs while ensuring alignment with **GE Aviation's business objectives**. Develop tailored solutions that deliver measurable outcomes, optimize fleet performance, and drive operational efficiency for customers.
- **Safeguarding Business Interests:** Navigate critical negotiations and disputes, protecting **GE Aviation's interests** while fostering trust and strengthening client relationships. Serve as a bridge between **customer goals** and **company priorities**, ensuring mutual success.
- **Cross-Functional Leadership:** Lead diverse, multi-disciplinary teams across **Technical, Commercial, Services, and Sales**, driving collaboration to meet complex customer demands. Champion innovation and accountability to deliver world-class results.
- **Strengthening Market Leadership:** Contribute to **GE Aviation's market dominance** in the Asia-Pacific region by building enduring customer relationships, enabling strategic growth, and continuously enhancing product and service experiences.

Senior Fleet Support Engineer – Aviation | June 2018 – July 2022 | Kuala Lumpur, Malaysia

- **Leadership & Execution:** Directed a team of five **Field Service Engineers** to support AirAsia's **LEAP-1A fleet**, overseeing the seamless execution of a **multibillion-dollar order** for Asia's largest low-cost airline.
- **Comprehensive Service Agreement (CSA) Management:** Managed a **20-year CSA** encompassing **800 engines**, focusing on **engine health monitoring, removal planning, and margin optimization** to ensure contract performance and customer satisfaction.
- **Fleet Reliability & Efficiency:** Delivered technical expertise and proactive support to sustain the reliability and operational efficiency of one of the **world's largest LEAP-1A fleets**, minimizing downtime and improving performance.
- **Fleet-Wide Issue Resolution:** Led efforts to address complex, fleet-wide technical challenges, ensuring operational readiness and adherence to stringent aerospace performance standards.
- **Collaborative Strategy Development:** Partnered with AirAsia's engineering teams to design and implement tailored fleet management strategies that aligned with the airline's operational objectives.
- **Preventive Maintenance & Data-Driven Solutions:** Introduced preventive maintenance practices and leveraged advanced data analytics to enhance engine reliability and optimize fleet operations.
- **Escalation Management:** Navigated and resolved high-stakes field issues, ensuring compliance with global aerospace standards and uninterrupted fleet operations.
- **Team Building & Mentorship:** Built and mentored a high-performing team of Field Service Engineers, fostering excellence in service delivery and operational support.
- **Strategic Impact:** Strengthened **GE Aviation's partnership** with AirAsia by delivering exceptional technical support and achieving collaborative success on one of the **largest LEAP-1A fleet contracts globally**.

Staff Engineer | March 2015 – June 2018 | Bengaluru Area, India

Led product support and troubleshooting for LRUs, ensuring operational continuity and rapid issue resolution. Managed engine testing and integration for LEAP-1C engines, including FADEC testing and airframe integration with manufacturers like COMAC. Developed operational procedures and collaborated cross-functionally to address technical challenges, contributing to the successful Entry-Into-Service (EIS) and enhanced reliability of LEAP engines.



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GE Power | Month 2007 – February 2015



Lead Contract Performance Manager | February 2013 – February 2015

Managed **multi-year service agreements** for **heavy-duty gas turbines**, ensuring **financial performance**, exceeding **sales targets**, and driving **aftermarket sales** and **revenue growth**. Acted as the primary **customer liaison**, addressing **technical, commercial, and sales issues** while overseeing **maintenance, troubleshooting, and operational planning**. Ensured compliance with **availability guarantees** and **performance targets**, optimizing **operational efficiency** and resolving **technical disputes**. Collaborated across GE teams to deliver **efficient service execution**, enhancing **customer satisfaction** and **operational outcomes**, and delivering measurable **business results** in global **power generation projects** (\$900M in execution).

Technical Leader - Turbine Controls | Month 2007 – January 2013

Designed and configured **control systems** for GE's **9FA, 7FA, and 7EA gas turbines**, optimizing **performance** for global power plants. Led a team of **10 engineers**, overseeing **customer requirement gathering** and collaborating across teams to deliver tailored **Combined Cycle solutions**. Provided **on-site startup support** and **troubleshooting**, ensuring seamless **system integration**. Achieved **Six Sigma Green Belt**, driving **process improvements** and **quality assurance**, while mentoring team members and managing complex **control system projects** to successful completion.

EARLY EXPERIENCE - AUTOMATION ENGINEER ROLES

Alstom Group | Engineer Automation | 2005 – 2006 | Chennai



Divine and Losung Automation | Engineer Automation | July 2003 – March 2005

Drove automation and control system integration across diverse industries, delivering tailored solutions to enhance operational efficiency. At Alstom Group, played a key role in automating hot plate mill systems for Spartan Steel UK, developing control logic, integrating subunits via Modbus and Profibus protocols, and coordinating with global teams. Provided on-site commissioning in the UK and contributed to R&D initiatives by testing high-speed controllers with redundancy features. Earlier, at Divine and Losung Automation, spearheaded the installation of 24 Fanuc 6-axis robots for Maruti Udyog's weld shop and executed automation projects in automotive, food processing, power, and water treatment sectors. Combined technical expertise and project management skills to optimize production processes and drive innovation.

EDUCATION

Bachelor of Engineering (BE), Electronics and Communications Engineering · (1999 - 2003)



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