

NEPPALI SREENIVASA RAO

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TECHNICAL TRAINING & SERVICE EXCELLENCE LEADER

Repair Quality | RCA | Field Capability Development | After-Sales Operations | Technician Training | Service Transformation

PROFESSIONAL SUMMARY

Technical Training and Service Excellence leader with 24+ years across consumer electronics, appliances, IT hardware, mobile service, e-commerce after-sales and field service operations. Progressed from component-level service engineering to Senior Manager I / Jeeves Training Head, leading technician capability development, repair charter initiatives, service-quality governance and data-led RCA across a 5,000+ Service Technician ecosystem. Proven impact in reducing Repeat Repair from ~14% to ~9% and Repeat Part Demand from ~8% to <2% through content revamp, Training on Wheel, refresher training, BOM corrections, warehouse RCA and field governance. Available to join immediately.

CORE COMPETENCIES

Technical Training Leadership | Service Excellence | Repair Quality | Repeat Repair Reduction | Repeat Part Demand RCA | Field Service Operations | After-Sales Service Management | Training on Wheel | LMS & NHIP | Technician Onboarding | ST Certification | THD / Tech Help Desk | RCA | Process Governance | Partner / SF Capability Development | CES / NPS / pNPS | SOP Development | 5S / QMS | IT Hardware & Consumer Electronics Service

PROFESSIONAL EXPERIENCE

F1 INFO SOLUTIONS & SERVICES PRIVATE LIMITED / JEEVES CONSUMER SERVICES - FLIPKART GROUP | Jul 2012 - Apr 2026

Career progression: Senior Manager - Training & Development -> Manager - Learning -> Senior Manager I | Final functional responsibility: Jeeves Training Head (2024-Apr 2026)

- From Bengaluru, led Jeeves Training Operations across TV, AC & HA and Furniture while overseeing F1 training for AV categories; managed category leads/trainers and supported a 5,000+ Service Technician ecosystem.
- Trained 7,000+ STs during BBD cycles and created revamped festive readiness training content in 8 languages for field execution consistency.
- Reduced Repeat Repair from ~14% to ~9% through repair-content revamp, Training on Wheel, post-tests, RCA-led refresher training, fake/ZTP closure identification and partner governance.
- Helped reduce Repeat Part Demand from ~8% to <2% through Quality + Training RCA, Malur warehouse case analysis, inventory/labeling review, packaging improvements, BOM corrections and ST training on part identification/testing/ordering.
- Owned service-quality metrics including RR, RPD, MPD, CES/NPS and pNPS; supported weekly/monthly reviews, RCA and action planning for CEO/leadership-reviewed metrics.
- Led Repair Charter training across TV, AC, Washing Machine and Refrigerator categories to improve field repair capability and reduce repeat failures.
- Built scalable training infrastructure: Strider App Training Tech Library, LMS/NHIP programs, virtual classroom setup, Google Form assessments and ~70 cluster-based training locations covering ~80% ST reach.
- Optimised ST onboarding TAT from 7-8 days to ~4 hours by revising onboarding flow and removing LMS completion as a blocker for ST ID creation.
- Managed THD / Tech Help Desk operations for 10-15 agents; created Google Sheet tracker and drove resolution >90%, abandoned rate <5% and ACHT <10 minutes.
- Built WhatsApp chatbot and supported AI-based repair troubleshooting initiatives for real-time ST technical support across TV, AC, WM, REF and Furniture.
- Earned stakeholder appreciation from OnePlus and Bose for technical training, field support and repair-training execution; recognised by leadership for Repair Charter coordination.
- Earlier F1 scope: trained ~500 service engineers across mobile, laptop and projector repairs; built a technical screening/learning portal with a 70% qualifying threshold and centralized training library.
- Completed Bowers & Wilkins technical and customer-handling training in London in 2013 for premium-audio service support.
- During Flipkart acquisition readiness, handled F1 IT transformation covering licensed Windows rollout, IT asset tagging, Bitdefender GravityZone, USB/URL controls, host naming SOP, servers, Sophos firewall and email coordination.
- Recognitions include Employee of the Year FY 2017-18 and Big Billion Days Star Performer / Certificate of Excellence 2020.

NEOTERIC INFOMATIQUE LTD. | Jun 2002 - Jul 2012

Career progression: Service Engineer -> Branch Service In-Charge -> Assistant Manager - Service -> Manager | Hyderabad / Mumbai

- Handled component-level repair of UMAX and Mercury/Kobian SMPS, UMAX scanners, BenQ/Moser Baer CD/DVD drives, BenQ LCD monitors, DLP projectors and Iomega NAS installation/configuration.
- Promoted to Branch Service In-Charge, owning Hyderabad branch service operations, team coordination, walk-in process, open/closed call tracking, OOW revenue and branch service P&L tracking.
- Managed Pan-India ASUS PC motherboard repair coordination as Neoteric POC, working with branches, Digicom and ASUS for repair closure, pending follow-up and monthly reconciliation.
- Transferred to Vasai/Mumbai Service Center as Assistant Manager - Service and transformed a disorganised service warehouse into a structured service hub through 5S, scrap liquidation, brand/model-wise stock control and Excel reporting.
- Created a 36-page Warehouse Operations Management QMS after ISO training and implemented 5S/QMS practices at Vasai and Okhla/Delhi warehouse.
- Promoted to Manager; managed ~15-member inward, outward, RMA and TRC team while handling Iomega NAS refurbishment/replacement and Bowers & Wilkins premium audio service programs.
- Recognitions include Best Service Engineer / Gold Coin and Best Performance Award Q1 2010 for TAT and OOW business.

EARLY CAREER TECHNICAL ROLES | Consumer Electronics, Field Service & Computer Hardware Support | Jan 1998 - May 2002

Balaji Electronics, Cyberdyne Systems and Syberland Systems - Ongole / Hyderabad

Built hands-on foundation in TV/radio/tape recorder repairs, B&W TV assembly, field installation, desktop hardware support, OS installation, driver configuration, LAN troubleshooting, PCI modem/LAN setup, RAM/HDD replacement and customer-facing service support.

EDUCATION & CERTIFICATIONS

- Secondary School Certificate (SSC), Sri Santhinikethan High School, Gangavaram - Board of Secondary Education, Andhra Pradesh, 1994
- ITIL Foundation Certification - TUV SUD Akademie GmbH, 2012; ITIL Foundation Workshop - Celtem Knowledge Solutions, 2012
- Apple Certified Macintosh Technician - Apple, 2008; Mac OS X 10.5 Troubleshooting Exam - 100% score
- ASUS Certified Repair Engineer - ZenFone Product, ASUS, Feb 2015-Feb 2016 | Credential ID: GT0215021503
- MCSE Windows 2003 Server Training - Zoom Technologies, 2006; Computer Hardware & Networking / TV-Radio repair training

SELECTED RECOGNITIONS

Employee of the Year FY 2017-18 | Big Billion Days Star Performer 2020 | Best Performance Award Q1 2010 | Best Service Engineer / Gold Coin | OnePlus & Bose stakeholder appreciation