Karthik A

Dedicated Electrical Quality and Switchgear professional with over 8 years of experience in IEC panel quality, QMS technical audits, switchgear servicing, new installations, testing and commissioning, and customer relationship management within the electrical automation and engineering sectors. Experienced in FAT, LV/MV switchgear, quality inspections, root cause analysis, CAPA and continuous improvement. Lean Six Sigma Green Belt certified, with strong technical, problem-solving and leadership capabilities. Seeking a challenging role to leverage technical expertise, quality management experience and strategic thinking to enhance product quality, operational excellence and customer satisfaction.

karthikawesome.123@gmail.com 9841800633 Chennai, Tamil Nadu, India

WORK EXPERIENCE

Lauritz Knudsen Electrical & Automation (A Unit of SEIPL)

Quality Engineer – South Zone

November 2025 – Present

- Responsible for **IEC Panel Quality and New Installation (NI) activities across the South Zone**, ensuring compliance with approved drawings, technical specifications, IEC requirements and customer quality expectations.
- Conduct **panel inspections and Factory Acceptance Tests (FAT)** for LT panels, covering assembly, busbar systems, component mounting, control wiring, workmanship, functional performance and safety requirements.
- Conduct **QMS Technical Audits at panel manufacturing/franchise locations** to assess compliance with defined quality systems, manufacturing processes, technical requirements and workmanship standards.
- Identify **QMS and technical audit non-conformities**, initiate corrective and preventive actions (CAPA), and follow up with concerned teams for effective and timely closure.
- Drive **continuous improvement based on QMS Technical Audit findings**, focusing on process discipline, defect prevention, standardisation and improvement of overall panel quality.
- Manage **quality observations and non-conformities** identified during inspections, ensuring corrective actions, compliance verification and closure before dispatch clearance.
- Support **NI projects from installation through testing and commissioning**, ensuring panels are installed and commissioned in accordance with approved drawings and technical requirements.
- Conduct **site quality inspections for newly installed panels**, identifying installation, workmanship, wiring and component-related issues and ensuring closure before final handover.
- Perform detailed checks on **busbar arrangements, electrical clearances, component mounting, control wiring, door alignment, gasketing, IP requirements, labelling and overall panel workmanship**.
- Coordinate with **customers, contractors, franchise partners, project, design, manufacturing and service teams** to resolve technical and quality-related issues during FAT, installation and commissioning.
- Drive **franchise quality improvement** through regular inspections, technical audits, root-cause analysis and implementation of corrective and preventive actions.
- Analyse recurring defects and field observations from **IEC Panel Quality and NI activities** and provide feedback to relevant teams to prevent recurrence.
- Support **customer inspections and FAT activities**, ensuring observations and pending points are systematically tracked through compliance closure and final approval.
- Maintain comprehensive **inspection reports, FAT reports, QMS Technical Audit reports, compliance records, NI/site quality observations and dispatch clearance documentation**.
- Focus on **Right First Time (RFT) quality, reduction of recurring defects, timely project completion and enhancement of customer satisfaction** across panel manufacturing and New Installation activities.

General

Service Engineer – Kerala State

January 2024 –October 2025

- Managed the highest number of complaints in the South Zone, with Kerala recording the most cases. Supported by two ASCs, ensuring 90% of complaints were closed within the same month.
- Achieved 85% of KPI for YTD targets, consistently meeting and exceeding sales objectives.
- Enhanced product complaint resolution by improving service quality and increasing the number of digitally closed complaints.
- Secured a prestigious order for ACB servicing at INS Vikrant, covering 366 ACBs worth ₹40 lakhs, executed within two months with a high-quality service team.
- Successfully converted a third-party service order for 56 ACBs at Cochin International Airport Limited into an OEM service, enhancing reliability and quality.
- Commissioned 10 VCBs and conducted panel quality testing for the VSSC group of ISRO.
- Led the installation and commissioning of MV VCB Panels and TI Panels at Cochin Cancer Research Center, Ernakulam, providing full support for panel testing, commissioning, and control wiring for MV and LT panels.

Smartech Engineering Services – Authorized service center for Lauritz Knudsen (formerly known as L&T)

Service Engineer- Chennai Branch

Oct 2018 - Dec 2023

- Handled warranty complaint management for all ESP products (L&T).
- Provided retrofitting support tailored to customer applications.
- Conducted service activities as per L&T guidelines, including RMC, AMC, USC, and First Serve programs.
- Gained expertise in PCC & MCC panel control wiring with PLC logic understanding.
- Trained and guided technicians to maximize productivity and ensure on-time project completion.
- Directed and coordinated installation, maintenance, and support activities to ensure compliance with specifications, codes, and customer requirements.
- Prepared comprehensive documentation, including wiring diagrams, schematics, bills of materials, assembly drawings, design changes, test reports, and validation plans.
- Analyzed project requirements and performed technical calculations related to electrical standards, safety, and motor controls.
- Conducted electrical safety inspections, updated maintenance checklists, and reviewed log sheets and audit reports for compliance.

Certifications:

- **Olympiad Certification**, completed through **L&T** in 2021.
- **Induction Programme Level 1, Step III**, completed at the **Pune Switchgear Training Centre, Lauritz Knudsen Electrical & Automation**, in 2024.
- **Lean Six Sigma Yellow Belt Certification**, completed through **Coursera**.
- **Lean Six Sigma Green Belt Certification**, certified by **Schneider Electric**.

Technical Competency:

- **IEC Panel Quality Inspection & Compliance**
- **Factory Acceptance Testing (FAT) of LT Panels**
- **QMS Technical Audits & Process Compliance**
- **New Installation (NI), Testing & Commissioning**
- **LV & MV Switchgear Testing and Commissioning**
- **PCC, MCC, APFC, VCB & Distribution Panel Inspection**
- **Air Circuit Breaker (ACB), MCCB & VCB Servicing and Testing**

General

- **Busbar Inspection, Electrical Clearance & Panel Workmanship Verification**
- **Control Wiring, Circuit Design & Operational Logic Development**
- **Electrical Schematics, Wiring Diagrams & Control Circuit Interpretation**
- **Panel Functional Testing & Troubleshooting**
- **Protection, Interlocking & Control Logic Verification**
- **Non-Conformance Management & Compliance Closure**
- **Root Cause Analysis (RCA) & Corrective and Preventive Actions (CAPA)**
- **Right First Time (RFT) Quality & Defect Prevention**
- **Quality Inspection Reporting & Dispatch Clearance**
- **Customer Inspection, FAT Coordination & Technical Support**
- **Franchise/Panel Builder Quality Improvement**
- **Electrical Safety Inspection & Risk Assessment**
- **Continuous Improvement & Lean Six Sigma Methodologies**
- **Technical Documentation and Quality Report Preparation**
- **Product Expertise:** L&T / Lauritz Knudsen, Schneider Electric, ABB, Siemens, GE and Legrand LV/MV Switchgear & Automation Products
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Software & Tools:

- SAP
- MS Office
- SFDC

Soft Skills:

- Good Communication skills.
- Leadership Quality
- Risk Assessment.
- Critical Thinking, Prompt Decision Making

Hobbies & Interests:

- Willing to Travelling Pan India
- Trekking & Movie

Personal Profile

- Mother’s Name: Nirmala A
- Date of Birth: 01-10-1999
- Nationality: Indian
- Languages: English, Tamil, Malayalam
- Marital Status: Single

EDUCATION

Central Polytechnic college of Chennai

Diploma in Electrical & Electronic Engineering — June 2015 – April 2018

The National IT International Matriculation Higher Secondary School

Tamil Nadu State Board -X — April – 2015.