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***Tourist Visa Expires on 26 Nov 2014* UAE : *+971-563941181***

## *INDIA :* +91-9550448853

Seeking managerial assignment in the domain of management operations/customer services with an organization of high repute preferable in the automobile /manufacturing/service industry

## Profile Summary

* Deputy Technical Officer having 5 years of experience in Maintain Operation and Customer Servicing in Automobile industry.
* Diagnosis the problems, Prepare manual R/O and taken road test with customer, pre estimate by using DMS system and maintaining JDP TRACKING.
* Skillful at monitoring and motivating the workforce to enhance their efficiency and assisting them to deliver quality services to clients.
* Carrying on customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms defined by the organization.
* Identifying improvement areas and implementing measures to maximize customer satisfaction levels.

**Skills/Achievements:**

* Extensive experience in the following, HVAC,  AutoCAD, Inventor, CAD-CAM, Pro-e and Ansys
* A self-starter able to perform in a multi-disciplinary work atmosphere.
* Great verbal and written communication abilities.
* Outstanding mathematical and analysis skills.
* Excellent customer service abilities.
* Team leading extraordinaire.
* Proficient in Microsoft Word, Microsoft Excel ,C language and PRO-E Wildfire.

**Experience Summary :**

**1 .April 2007 to Till Date SUNDARAM HONDA, Frances of HONDA SEIL CARS INDIA Ltd, Andhrapradesh, India as Deputy Technical Officer(service adviser)/ service and maintence engineer**

**Responsibilities:**

* Responsible for allot customers to service advisers
* Prepare manual R/O based customer verbat
* Diagnosis the problem with HONDA DIAGNOSTIC SYSTEM(HDS)&Taken road test with customer
* Prepare the pre estimate by using DMS system
* Allot the vehicle to technician based on skilled level Monitoring total workshop
* Conduct training program to technicians
* Responsible for 5S activates
* Responsible for JDP TRACKING

**2**. October 2005 to March 2007 AUTOMOTIVEMANUFACTURING LTD(ASHOKE LEYLAND) Andhrapradesh, India as **Service Engineer**

**Responsibilities:**

* Reporting to Asst General Manager
* Allot the vehicle to technician based on skilled level
* Monitoring total workshop and give the repot to manager
* Conduct training program to technicians
* Responsible for Floor activities
* Responsible for coordinate the Technicians
* Analyzing different parts of technical failure study and report preparation.
* Prepared the warranty claim report on fortnight basis and submitted the same to regional service Manager as and Head Office
* Registered claims for failed parts under warranty.
* Holds the distinction of providing inspection results, recommended corrective procedures and prepared work orders for needed repairs
* Ensure the reconciliation of defective parts against repair jobs.

Achievements : Best service Engineer award from Honda Seil cars India Ltd in 2008

**Professional Enhancements Schedules**: Completed Service adviser training at HONDA in 2008

**Education:**

* Jewaharlal Nehuru technological university. KAKINADA, INDIA  
  **Master of technology in Machine Design**(Dec2014)
* Andhra University Visakhapatnam, INDIA.

**Bachelor of engineering in Mechanical Engineering**(Dec 2005)

* D.A .Govt Polytechnic, Ongole, INDIA.

**Diploma in Automobile Engineering** (APR2001)

* Z.P.H.S Dronadula,INDIA

SSC(APR1998)

**Academic Project :**

**M Tech Project :** Diesel Engine Exhaust Valve Design and Manufacturing Process

**BE Final Project :** Fabrication of automobile differential

**BE Mini project :** Design of Disc Brakes.

**Diploma Final Year**  : Tyre Retreading.

**Technical Skills :**

**Programming Languages :** C Language, Windows, MS-Office

**Package :** Auto Cad, Inventor , Ansys , Pro-E.

Personal Details

Born on 05 January 1982, Male, married.

Languages known : Telugu ,English, Hindi.