CURRICULUM – VITAE

**NAME : MANJUNATHA .M.K.**

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CV NO: 1843794

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| **CAREER OBJECTIVE** |

Looking for a suitable Role, where I can be a key Team member, making meaningful contribution in the growth and success of organization by delivering results using my experience and professional skills.

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| **Technical Qualification** |

**Diploma in Mechanical Engineering with Specialization in** Thermal Engineering and Automobile Engineering, from a reputed Technical Institute -**CPC (Government) Polytechnic, Mysore**, India.

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| **Work Experience Summary** |

Technical professional with more than 18 years of experience of which Worked with **MNC Authorized Dealerships for the past15 years**

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| **Job Roles and Responsibilities[Job History]** |

* Worked as Senior **consultant and Partne**r with M/S **Maruthi Motors Private Limited** Multi Brand Service Center, Mysore city. Period : November 2015 to August 2016
* Worked at Mysore City unit for **M/s India Garage** as **Service Manager** for the dealership of Mahindra and Mahindra range of Passenger and Light commercial vehicles (LCV ) and the Body shop ( Integrated facility ) Period :June 2015 to November 2015
* Worked **for M/S UrsKar Service Center** for as **ServiceManager** for the dealership of **Tata Motors :passenger Cars Business Unit (PCBU )** Period : February 2013 to May 2015
* Worked as Service Advisor for **M/S Automobile service Center** Dealers for Mahindra and Mahindra range of Passenger and Utility vehicles for a period of one year in Bangalore City.
* Worked for **M/S Sundaram Motors** Bangalore , at **Chevrolet / GM Cars Division** for the period : March 2010 to April 2011 **as Deputy technical officer / SA**
* Worked for **M/s Trident Automobiles** Bangalore city, at **Hyundai Work shop Body repair unit** as for a period of six months from June 2009 to December 2009 **as Service Advisor**
* Worked for M/s **Cauvery Motors**, (Authorized Dealers **for M/S Ford India**) Mysore city for a period of one year on Deputation - G**roup company of M/s Advaith Motors** Period : May 2005 to April 2006 .
* Worked **for M/s Advaith Motors, Mysore** , Authorized Dealers for **M/S Hyundai Motors India Ltd** range of passenger vehicles for a **period of Ten years** from **Nov 1999 to Apr2009** ( Also during the period worked for **M/S Garuda Auto craft** a group company Advaith Motors private limited an **Authorized Dealers** for **General Motors** Passenger cars division on Special deputation ( Started as a Trainee Technician and later gradually promoted till senior Service Advisor and Assistant Service Manager )

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| **JOB ROLES RESPONSIBILITIES** |

**IN THE FIELD OF MAINTENANCE AND SERVICE FOR THE PAST 15 YEARS.**

* Overall Workshop Supervision and Management of KPI parameters with quality and work flow control
* Workshop control as per Manufacturer recommendations
* Generating and submitting Monthly reports with Corrective action and Preventive action Analysis
* Shop floor Supervision and Supervision of Maintenance and repair activities of Work shop Machinery and equipments.
* Body Repair and Paint work and related jobs As Service Advisor
* Receiving and Advising Customers , Complaint Probing and Customer complaint evaluation
* Order Monitoring and follow up as per SOP
* Road Test, Trial running and Work Evaluation.
* Final Inspection and Vehicle Delivery.
* Conducting New Vehicle delivery/Customer familiarization(products Features )programs
* Customer follow up and Retention activities
* Conducting Customer Education and Training program’s
* Supervision of Workshop Equipment and Machinery with Preventive maintenance and repair Activities.( Including DG sets Air compressors , Two post lifts etc ).
* On road service & Breakdown Assistance.
* Customer support / Education regarding maintenance and repair& post service follow up.
* Conducting Field Service Camps and New model introduction Programs
* Worked as Technician for more than 5 years with Hand on experience in Petrol &Diesel engines and experience in Transmission and other systems of vehicles

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| **JOB ROLES RESPONSIBILITIES** |

1. Worked as overall in charge of Service / after sales and directly reporting to General Manager and Managing director
2. Effective implementation of safety, Health and Environmental guidelines to meet present Working standards of workshop operation.
3. Full Implementation of Manufacturers Guide lines for Workshop operation and operational safety
4. Adopted and implemented a workshop specific simplification and standardization process to improve productivity.
5. Motivated and educated Staff and work shop team with high retention level and stable and reliable work shop team with a revenue increase of more than 150%.
6. Employed methods and techniques to improve on interpersonal relation building between Employees and workers at all levels to improve on Team work Spirit and to improve on positive atmosphere
7. Prioritized internal customer concept with proactive approach resulting in significant improvement and Service marketing and VAS figures getting more than doubled.
8. Successful implementation of customer centric service with selective approach method for resolving important issues with day to day monitoring and real time support.
9. Attached high importance to Fixing First Time right (FRFT) (Along with customer acknowledgement of the same before Payment /delivery of vehicle on all important / major complaints)with a success rate of nearly 90 percent, reducing on overall downtime and valuable resources.
10. Adopted and implemented maximum all round support to customers by way of educating and improving awareness with focus on Social (Environmental )responsibility among customers resulting on in high retention and loyalty
11. Effective two way communication with Sales and Marketing team for better synergy and all round growth of company with realistic growth of service dependability factor by Sales Team.**JO**

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| **Trainings and Certifications** |

**B ROLES RESPONSIBILITIES**

1. Undergone various trainings like Basic L1 and Advanced Trainings L2 of Hyundai Motor India Ltd (HMIL ) including several on job trainings on different modules like Engine , Transmission , Chassis , Electricals ,Body repair and Diagnostics at Manufacturing plant .
2. Undergone through various on job trainings (OJT) and New Model Introduction trainings both in house and at Manufacturing Plant locations followed by Plant Visits.
3. Got recognized and certified by HMIL as Expert and Master Technician respectively with Motivational cash Award benefits
4. Successfully passed web based Examination by HMIL with certificate.
5. Also undergone though few other online training programs
6. Undergone through Level 1 and Level 2 Service Advisor training Program with certification
7. Successfully completed all of Web based training (WBT) by General Motors (GM) and got certified with.

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| **Key Attributes** |

* Working with orientation and Team spirit
* Diagnosis and problem solving based on extensive experience
* Enterprising attitude and Proactive approach
* Ensuring all possibilities used for resolving situations
* Selective approach based on variants
* Ability and willingness to work for extensive hours on regular / day to day basis
* Strong belief in ever growing learning curve / process
* Effective communication with ability to Learn other languages

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| **PERSONAL DETAILS** |

**PERMANENTADDRESS**

#1034, MIG, 9th Main, 3rd Cross, Vivekananda Nagar, Mysore, Karnataka, MYSORE -570023

**Contact Numbers:**

**Date of Birth:** 08th –December- 1977

**Marital Status:** Married

**Present status : Available in Dubai**

**Interests :**, swimming, playing football and chess

**Languages Known:** Kannada, Hindi, English – Read, Write and Speak**.** (With Ability and inclination to learn new Languages) Also knowing Urdu, Malayalam, Telugu and Tamil to fair extent to communicate

**ADDITIONAL INFORMATION:** Holding Indian Two and Four wheeler license for 15 years and more. Having basic knowledge of computers and MS Windows and MS office Software like Word, Excel, Power point, outlook express , Oracle DMS etc

**Other Attributes** : Good Communication skills and Inter personal Relations, Having strong beliefs in dedication and Commitment , academic background , Awareness of Socio-economic responsibilities.

PLACE: Dubai (UAE)

DATE : 24/Sep2016

**(MANJUNATHA.M.K)**