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| MilindMilind.368184@2freemail.com  |

**Personal statement**

 A complete automobile professional General Manager with strong technical, customer oriented and 20 years total experience are my qualities to drive automobile business to success and growth.

I am confident that, if you are seeking a perfect General Manager for development and projects of your company's growth, my experience will prove invaluable. Analytic, proactive, excellent customer relations and internal workshop support, technical implementations and change for good comes naturally to me.

 I need a position that inspires me, where I could utilize my knowledge, education, and experience in stepping into the next level of achievement.

**Professional Experience**

**Alex Renner Motors (ARM-Dubai) since 2008 / Present**

**General Manger**

It is pride to be General Manager of German company which is an independent specialist for Porsche, Ferrari, Maserati, Aston Martin, Lamborghini & Audi. Monthly average 400 cars serviced which includes service, upgrades, bodyshop repairs, tuning engines, racing etc. Monthly turnover of 3.7 million Dirham and every year 18% constant growth in the business on an average is achieved.

* + - Reporting to Owners and company partner since setting up a new company’s Currently new company started called Europeans includes online shop and trading Automotive parts turnover 1.7 million Dhs Just within four months) Infrastructure, process implementation, recruiting staff, in house training, tools, technical data sourcing, business administration, accounting, business development, service marketing, operation, sales targets setting and monitoring, budgeting is my role to execute
* Reviewed, developed new quality standards, operational work flow that improved performance and service which reduces overhead cost of the company.
* Built relationship with new business partners that enabled companies to create a unified offering which greatly increased sales and profitability. Negotiated contracts with vendors to reduce overhead cost.
* Responsible for financial targets, business retention, growth, service improvements, offers to beat best service in the market
* Keeping track of company internal cars, transport, maintaining company tools, machine and maintain assets.

**Arabian Automobiles Co LLC (Nissan, Dubai) 1999 till 2008**

Largest dealership for Nissan in Dubai and biggest share in Nissan in terms of volume sales and best service practices in the region which also has infinity, Renault and Suzuki. Total 8 years journey of hard work, achievements and consistent performance to be the best from Technician to Master Service Advisor was very enjoyable and challenging

**Senior Service Advisor** - INFINITI - 2006 to 2008

I worked for high class cars and INFINITI as Senior Service Advisor. All the basic duties of Senior Service Advisor, achieving financial and CSI targets always to the excellent levels. Starving to beat the best proving in figures, achieving special awards and representing national level was another mile stone

**Service Advisor** – NISSAN - 2003 to 2006

All the basic Service Advisor duties and responsible for financial and CSI targets which was not very hard after having workshop hand on experience. Track record of keeping highest CSI for the consecutive years was easy. Always in line and above financial targets set by Management

**Workshop controller & Master Technician / Technician**

Job allocation, Monitoring efficiency, workshop load, Vehicle turnaround time, on time delivery, workshop financial target, reducing negative hours and communications to work shop were the basic tasks and used AS 400 and Oracle system to be accurate.

As master technician I have worked on all the passenger & Commercial Nissan cars for Mechanical Major Overhauls, Electrical Diagnosis, A.C repairs, Regular Services). I was part of TECH CELL (Special Team for Complicated product problems in the new vehicles and repeated non F1 cases) which was challenging and learning experience

**Achievements & Awards**

* N–STEP-1 (Nissan Technician Education Program):- Qualified in 2001 (Nissan Co.)
* N-STEP-2 (Nissan Technician Education Program):- Qualified in 2002 (Nissan Co.)
* N-STEP-2 (Nissan Technician Education Program):- Qualified Electrical Specialist in 2003 (Nissan Co.)
* N-SAP-1 (Nissan Service Adviser Program):- Qualified in 2004 (Nissan Motor Co.)
* Appreciation letter for achieving the highest marks in theory test for NISTEC Nationwide Screening test – in April 2001.
* Certificate of Appreciation for record performance in NISTEC (Nissan International Technical contest) in April 2002.
* Certificate of successfully completing SUV training by Nissan Motor Company in 2003.
* Certificate of Appreciation in Recognition of Participation in Nissan Genuine Key Value Parts Training in 2004.
* Certificate of Recognition Award in Nissan Nationwide Service Advisor Contest in March 2005.
* Certificate of First Runner-Up in NISAC (Nissan International Service Advisor Contest) conducted by Nissan Middle East FZE in 2005.
* Certificate of Completion of X11C New Model Salesman Training Course, October 2005 conducted by Nissan Motor Company.
* Certificate for INFINITI Salesman Training 2006 conducted by Nissan Motor Co. Ltd.
* Certificate for Highest Customer Satisfaction for the year 2006 conducted Arabian Automobiles, Dubai.
* Certificate for Participation in AWRostamani “Living the Values” workshop in Dubai, May 2007.
* Certificate for Participation in Nissan International Service Advisor Contest (NISAC) National Level, May 2007.
* Certificate Recognition for Outstanding “Customer Handling”, National Contest 2007
* Certificate of Training for Customer Service, June 2007 by AWRostamani Group.
* Certificate of Appreciation from Arabian Automobiles Co. Management in Nissan Service Advisor Contest conducted by Nissan, December 2007.
* Appeared all India 23rd and 26th regional skill test in 1996 and 1997

**TATA & Jardine Co. (Mumbai, India):- From 1998 to 2000**

**Team Member / Service Advisor**

Basic and core jobs of service advisor, Insurance claims for accidental jobs, Taking appointment, Handling Accessory Department, Warranty claims and working as technician

**Mahindra & Mahindra LTD (Manufacturing Jeep) Mumbai-India from 1996 to 1997**

I had training from various departments like Engine Assembly (Direct Injection Engines), Gear Box (3 speed &4 speed/ 4x4 Gear Assemblies), Differential Assembly, Vehicle testing (final testing), and Rectification (fault diagnosing and repairs).

**Educational Qualifications**

* Diploma in Business Administration from Wellingkar Institute of Management Development & Research. 2012 Mumbai, India
* NCVT (National Councils of Vocational Training) Mumbai University, India 1997 ITC (Industrial Training College) Mumbai University, India 1996
* HSC (Higher Secondary Certificate 1994) - Mumbai University, India
* SSC (Secondary School Certificate 1992) - Mumbai University, India

**Computer skills**

 Basic Computer Operations – Word, Excel, PowerPoint, outlook Email and Internet

**Personal details**

Date of Birth - 15th May 1977

Nationality - Indian

Marital Status - Married

Languages Known - English, Hindi, Marathi (written & spoken) & Arabic Spoken

Visa Status - Employment

Religion - Christian