# SELVA

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MECHANICAL ENGINEERING

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**CAREER OBJECTIVE:** To seek a challenging career and to be a part of an organization where there is ample of opportunity for growth and development and that offers security and professional growth while being resourceful, innovative and flexible

**PROBILE:**

* Professionally qualified **2+ years in Service Advisor**(BE) from India.
  + - * Working as ADVISOR in m/s FAST DRIVE AUTOMOTIVE All Premium Vehicle of passenger car/MOTRADE BANGALORE.
* Well organized, systems oriented & have a strong attention to details.
* Confident and capable of working on own initiative under strict deadlines.
* Multi-tasking, Hard Working and Sincere.

**Employment History:**

**BMW, Navnit Motors Bangalore**, **Designation: Service Advisor(**From July 2015 to till date)

**ROLES & RESPONCIBILITY OF JOB PROBILE**

* Greeting customers and scheduling service appointments.
* Cataloguing customers concerns and comments.
* Schedules appointments, answers phones and collects funds for services performed.
* Writing service orders and descriptions of problems and repairs Translating customers’ repair problems into standard repair terminology
* Explaining repairs to customers.
* Test-driving vehicles to confirm service repairs.
* Estimating the cost and time needed for repairs.
* Handling customer complaints.
* Develops estimates by costing materials, supplies, and labor; calculating customer's payment, including deductibles.
* Inspecting and even test driving vehicles and checking for faults investigating.
* Investigating mechanical failures or unexpected maintenance problems.

**Expertise in Technical works**

* Ensuring all repairs is carried out (as per BMW standards).
* Ensuring all the campaigns are carried out up the maximum possible level.
* To analyze wheel alignment reading for accident vehicle the impact occurred to chassis.
* Troubleshooting/ diagnosing the vehicle for electrical / electronic by BMW ISSS system.
* Fast lane service job for quickly service.
* Preparing spare parts estimate by ETK.
* Engine and Automatic transmission overhauling as per ISTA BMW portal.

**TRINING PROGRAMS ATTENDED**

* **BMW basic work shop system management.**
* **Service & customer Handling.**

**EDUCATION:**

**B.E MECHANICAL ENGINEERING,** Salem college of Engineering and Technology**,** 2011-2015

Classification : **First Class**

**12th – STATE BOARD**

Year of Passing : 2011 (St.marrys Higher Secondary)

Classification : **First Class**

**AREAS OF INTREST:**

* Automobile
* Maintenance

**Technical Skills**

* Designing software in 2D as Auto-cad, 3D as Pro/E and analysis,Ms office as ANSYS.
* Operating systems such as windows versions of XP ,7 and 10.

**Projects:**

* BE Mini Project: “**Design and Fabrication of Hydraulic Pipe Clamp Pressing Machine**”.
* BE Final Project: “**Design and Fabrication of Solar Dryer To Dry Ladies Finger**”.

**In- Plant Training:**

* Attended Seven day In-Plant training on Industrial production analysis at **AkshokLaylandPvt.Ltd**.Hosur.
* Attended In-Plant training on Industrial production analysis at **Lakshmi Mills Pvt.Ltd**,Coimbatore.
* Attended In-Plant training on Industrial production analysis at **Neyveli Thermal Power Station**,Neyveli.

**Extra- Curricular Activities**

* Participating as a cadet in NCC.
* Participating in a NSS.

**Contrivance:**

Winner in Zonal level Running competition five times.

Winner in District Level Relay competition five times.

Winner in Zonal level Handball competition two times.

Winner in District level Music competition two times.

Winner in Zonal level Basket Ball competition five times.

Winner in District Level Basket Ball competition five times.

Runner-up State level Basket Ball competition three times.

Participant in ALL INDIA LEVEL Basket Ball Competition.

**Declaration:**

I here by declare that the above cited information is to the best of my knowledge and belief, if given a chance, I can prove myself.