**RESUME**

**SACHIN.E**

***AUTOMOTIVE SERVICE PROFESSIONAL***

**ABOUT ME**

Automotive service Professional with 5.7 year of experience in industry. Holder of Diploma in

Automobile Engineering with working experience in areas including Technician,service advisor Bodyshop incharge,warranty Coordinator&incharge,PDI Incharge.

**CAREER OBJECTIVE**

To contribute my knowledge and experience for the betterment and success of the organization whom I will be a part off. Take up challenging opportunities which will add value to organization as well as my personal learning and professional Growth.

**WORK EXPERIENCE**

* **.WARRANTY CO-ORDINATOR, North kerala**

**Company Name: PSN AUTOMOTIVE MARKETING PVT LTD,CALICUT,KERALA**

**Duration- July 2018 – March 20, 2019- 1 year**

* **Dealer of EICHER TRUCKS&BUSES DIVISON (A VOLVO GROUP AND EICHER MOTORS JOINT VENTURE)**
* Warranty coordination of all branches and Reporting to Management.
* Coordination and controlling Branch warranty In charges.
* Warranty credit/Debit Data Analyzing.
* Doing Reconciliation with VE.
* Monthly Report Co-ordination and Consolidation
* Warranty MIS Preparation.
* Giving Training on Warranty /Technical Subjects.
* Auditing on Warranty Matters in Branches.
* Expro Tipping System Technical Support(Warranty,paid&Purchase)
* Any other works Assigned by Management time to time.
* Warranty claimed failed parts checking and follow-up of dispatching process.
* Failed part Report monitoring.

**ADDITIONAL REPONSIBILITY:**

* All branch Monthly &Weekly MIS Consolidation Report.
* Technical Report coordination.
* Handled Assistant Service Manager Duty.
* Jobcard Opening,Workshop Floor Management.
* Job card billing.

**2. SERVICE ENGINEER**

**Company Name: TV SUNDRAM IYENGAR&SONS PVT LTD(TVS)**

**Duration- October 17th 2013 – June 30, 2018** **- 4.7YEARS**

* **Dealer of MAHINDRA TRUCKS&BUSES**

Started here as Diploma trainee. After training got promoted and handled the roles like

* **1.Service Advisor,**
* **2.Service Supervisor**
* **3.warranty &PDI Incharge**

***CONTACT DETAILS***

Email:

Sachin-390057@2freemail.co m

***SKILLS***

* Good

understanding of **company’s** standard operating procedure

* + Able to work individually or as a Team.

***LANGUAGES***

* ENGLISH
* HINDI
* TAMIL
* MALAYALAM

***INTERESTS***

Playing

Cricket &

Badminton

Listening

Music

***COMPUTER PROFICIENCY***

* Microsoft Office,
* Microsoft Excel
* Microsoft Power Point
* SAP (Used in Company)
* DMS(Used in Company)

**Responsibilities Handled**

**As Service Advisor&warranty incharge Role:-**

* Greet customers upon arrival to shop& Ascertain reason for customer visit through verbal interview and visual assessment of vehicle, Then Connect customers with appropriate automotive mechanic or technician& Consult with mechanics regarding appropriate service options.
* Develop as many solution methods as possible, attempting to keep costs low& Explain all service options to customers including time and cost estimates& Advise customers on warranty protections and other potential cost-saving service options
* Track maintenance or repair status, fill out reports on labor and cost of all services
* Perform post-service inspection with customers and answer any questions they may have
* Ring up customers at the front desk, facilitate financial transactions and create invoice.
* Manage workshop workflow and schedule for mechanics and technicians,warranty failure part report generation&dispatching items.

**As Bodyshop Incharge**

* Receiving Accident vehicles & inspect the condition of vehicle with the help of senior Technicians.
* Taking inventory of the vehicle **–**checking the extra accessories, other belongings of vehicles.
* Estimate Generation & Job card Opening-with the help of Body shop Technician, listing all defected parts on manually for the 1st time, if any paint failure happened then also listing panting charges and tinkering charges. After all listing, creating Estimate on the Company Software and giving completed Estimate to Customer.
* Interaction with the customer regarding vehicle documents like insurance ,tax, permit, License, Fitness etc.and also enquiry taking from the customer that whether finishing the work under Insurance or paid basis.
* Check the Insurance of the Vehicle and collecting original documents of the vehicles if the insurance is Company Tie-Up one.
* If it Company Tie up insurance, then Requesting to the insurance company for Surveying the vehicle through mail.
* Giving all vehicle document copies with Estimate to the Insurance surveyor after vehicle inspection/survey. And also taking approval to start the repair from the surveyor.
* Checking the Estimated spare parts availability in spare stock, marking and ordering the Unavailable spares from the company.
* Vehicle Repair starting allocation suitable Technicians for the job, after finishing mechanical and Tinkering/patch works, sending vehicle to painting work as per Customer approval. Also taking some amount in advance for starting work.
* After Finishing all repairing works, calling again insurance surveyor for the Final inspection purpose.
* After finishing Final Inspection, entering taken spare parts, Lubricants, adding labor charges( mechanical, painting, patch/Tinkering, Lathe work) to the Job card. Then creating Pre-invoice generation. for getting approx bill amount.
* Generating job card invoice with the presence of Customer, also describe about changed items and labors.

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Course** |  | **Institution** | **Date Of Passing** | **Marks %** |
|  |  |  |  |  |  |  |
|  | **Diploma in Automobile** |  | **K.M.C.T Polytechnic** | **March, 2013** | **79.95** |
|  | **Engineering** |  | **College** |  |  |
|  | **Plus Two** |  | **IHRD Vazhakkad** | **March, 2010** | **72** |
|  |  |  |  |  |  |
|  | **S.S.L.C** |  | **IHRD Vazhakkad** | **March, 2008** | **65** |
|  |  |  |  |  |  |
|  | **PERSONAL DETAILS** |  |  |  |  |
|  |  |  |
| Date of Birth & Nationality | : 09th Mar 1992, Indian |  |  |
| Marital Status | : Married |  |  |
|  |  |  |  |  |
| **Declaration** |  |  |  |  |  |

I, SACHIN.E, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

**SACHIN.E**