**Gulfjobseeker.com CV No:** **1189620**

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**Senior assignments in Workshop Management, Service Operations, Customer Relationship Management with leading organisation**

**SNAPSHOT**

* A seasoned professional with over 27 years of rich cross cultural experience in Service Operations, Workshop Management, Customers Relationship Management, Technical Services and Team Management.
* Presently working as Front Office Supervisor with Al-tayer Motors, Fujairah, UAE, a Major dealer for European and American manufactures, Dealing with Land Rover, Ford, Lincon, Mercurry, Ferrari, Massaratti, etc.
* Have been associated with Maruti Udyog Ltd. No1 passenger car manufacturer in India for a span of 14 years. Experience of working in Production and Service Division.
* In-depth knowledge of working and dynamics of products with demonstrated abilities in optimising product performance and efficiencies.
* Successfully resolving critical problem areas and delivering as per customer’s commitments.
* An enterprising leader with abilities in motivating cross functional teams and enabling them deliver quality services to customers.
* Strong relationship management, analytical and communication skills.

**CORE COMPETENCIES**

**Service Operations**

* Managing Service Operations with focus on implementing policies and procedures as well as developing and streamlining systems.
* Adhering to service procedures with focus on optimising operational effectiveness of vehicles and reducing breakdowns / downtime to minimum.
* Communicating product feedback from the field to principals with focus on effectuating modifications in products and improving product performance.

**Workshop Management**

* Managing Workshop with responsibilities pertaining to effective servicing and repairs of vehicles, claims etc.
* Planning and fulfilling hand/special diagnostic tools and equipment requirements for the workshops, analysing repair orders to fix problems.
* Scrutinising technicians’ productivity and efficiency levels; assessing drops in productivity and instituting corrective actions; identifying & facilitating training requirements of workshop staff.

**Customers Relationship Management**

* Ensuring speedy resolution of queries and grievances, maintaining excellent relations with customers to generate revenues and additional business.
* Monitoring post service activities like follow up with customers, service reminders.
* Developing and ensuring customer satisfaction by Implementing Service Quality standards.
* Handling the planning, execution and evaluation of customer campaign programs.

**Team Management**

* Supervising and monitoring the performance level of the service staff for ensuring superior customer service and accomplishment of service targets.
* Coordinating or the identification of training needs of employees for upgrading their technical skills.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst the team.

**CAREER CONTOUR**

**Feb’05 till date with Al Tayer Motors, Sharjah, UAE**

**As Front Office Supervisor**

* Preparing service schedule appointment for Land Rover, Ford and Jaguar customers.
* Ensuring smooth functioning of front office and workshop by organising daily morning meeting with workshop and office staff and taking appropriate step to overcome huddles.
* Following up/tracking work load status with workshop in-charge & schedules service appointments.
* Resolving customer complaints, post service follow up report analysis and taking appropriate action to ensure customer satisfaction.
* On job Working experience in Land Rover & Ford section as a service advisor also

**Dec’03 – Jan’05 with Indus Motors Pvt. Ltd., Kannur, Kerala, India**

**As Works Manager**

* Responsible for all Workshop service related activities like Front office and workshop administration, Service load and Labour earning target set up and achievements.
* Looking after manpower training, monitoring warranty claims, implementation of service quality standards, resolving of customer complaints & improving customer satisfaction index, etc.

**Jul’89 – Oct’03 with Maruti Udyog Ltd., Hayana, India**

**As Asst. Manager (Service)**

* Meeting the target of allotted Dealerships, looking after Customer satisfaction Index, Service load, Manpower training, Warranty claims, etc.
* Improving the CSI of allotted dealership as per the findings of the JD Power/ internal feed back card report; monitoring the performance of service advisors during visit to dealership.
* Suggesting improvement as per personal findings/CSI feedback card findings.
* Ensuring post service follow up after 3 days of delivery by customer care executive and appropriate action and records as per SQS are verified.
* Receiving of feed back card & taking appropriate action by customer care manager has been verified.
* Interacting with customers regarding performance of Maruti vehicles, dealer performance, product feed back etc, and take corrective action to improve overall customer satisfaction.
* Worked in Production as supervisor in machine shop, assembly shop, engine assembly Weld shop and responsible for controlling the Manpower (50 to 60 members), High Production targets, Process Quality control, Line rejections/repair, etc.

**Commenced career with Hindustan Motors Ltd., Thiruvallur, Tamil Nadu. India as Assistant production supervisor (Dec’85 – Dec’88)**

**EDUCATION**

* Diploma in Automobile Engineering from Swamy Nithyananda Polytechnic, Kerala in 1984.

**IT SKILLS**

* Well versed with MS Office & Internet Applications.

**TRAINING PROGRAMS ATTENDED**

* MS Office Capsule Course conducted by ‘Soft Park 21’India.
* Attitudinal Training by ‘Association of Stimulating know-how’
* ISO Awareness Program by TUV
* Adventure in attitude training program by NIS
* Business Communication Skill by C-cube Consulting Pvt. Ltd.
* All Basic, Advance Technical Training given by Maruti Udyog Ltd.
* Bronze & Silver Level Service Advisor Certification by Ford Motor Company.

**PERSONAL DETAILS**

Languages Known : English, Hindi, Malayalam & Tamil.

Date of Birth : 24th Oct’ 1965.

Marital Status : Married.

No. of Dependants : Two children’s