**SHASHANK**

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# PROFESSIONAL SUMMARY

Diligent Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Able to enhance customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.



# SKILLS

* Efficiently work on the Oracle & Telnetsoftware
* A clear and confident telephone manner
* Proven aptitude for dealing with customercomplaints
* Extensive knowledge of Microsoft Office, Excel, Power Point and Outlook
* Always looking at different ways to improve the service given to customers
* Able to handle complaintsand

difficult situations

* Developing good working relationships withColleagues
* Pleasant and professional telephonemanner
* Building a rapport withcustomers
* Ability to work accurately under pressure and meetdeadlines
* Ability to deal with customers and their queries and concerns with tact andsensitivity
* Able to handle complaintsand

difficult situations

* Meeting customer expectations in areas such as timeliness, quality andconsistency

# WORK HISTORY

## Service Advisor/Workshop Controller (Dealer of MG, Yamaha, Daihatsu, Brilliance, DFSK, Daewoo) Dubai, Al Quoz -3 • 02/2013 - Current

* Pleasantly greeted customers and asked open-ended questions to better determineneeds.
* Answered customer questions about services and provided detailed explanations regarding servicecharges.
* Suggested add-on services that would be helpful to customers and improve bottomline.
* Completed documentation and logs each day and generated weekly reports detailing activities to submit to WorkshopManager.
* Controlled costs by effectively managing supplies and laborhours.
* Evaluated incoming materials for quality and amountsordered.

## Service Advisor

**Mumbai*,* Maharashtra *•* 03/2011 *-* 01/2013**

* Handled customer issues withconfidence
* Capitalized on multiple upsell opportunities with new andpotential customers, resulting increase inrevenues
* Pleasantly greeted customers and asked open-ended questionsto

better determine needs

* Developed highly empathetic client relationships and earned reputation for exceeding service standardgoals
* Conferred with customers about concerns with products or services to resolve problems and drivesales
* Used company troubleshooting resolution tree to evaluatetechnical

problems while leveraging personal expertise to find appropriate solutions

* Collaborated with staff members to enhance customerservice

experience and exceed team goals through effective client satisfaction rates

* Welcomed incoming individuals and ascertained needs byasking

open-ended questions

**EDUCATION**

**Mahindra And Mahindra Limited**

Mumbai, Maharashtra

***N.C.T.V.T***: AUTOMOBILE

**Patuck College**

Mumbai, Maharashtra

***M.C.V.C***: AUTOMOBILE ENGINEERING

**Samta Vidyamandir**

Mumbai, Maharashtra

***S.S.C***

## Service Advisor

**Mumbai*,* Maharashtra *•* 12/2006 *-* 02/2011**

* + Answered customer questions about services and provided detailed explanations regarding servicecharges.
  + Educated customers about billing, payment processing andsupport policies andprocedures.
  + Maintained accurate and current customer account data with manual forms processing and digital informationupdates.
  + Promptly responded to inquiries and requests from prospective customers.
  + Communicated with vendors regarding back order availability, future inventory and special orders.
  + Maintained up-to-date knowledge of product and servicechanges.
  + Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positiveexperiences.
  + Built long-term, loyal customer relations by providing top-notch service and detailed order, account and serviceinformation.

## Technician

**Pune*,* Maharashtra *•* 04/2006 *-* 11/2006**

* + Made sure that products were produced on time and are of good quality.
  + Tested products or subassemblies for functionality or quality and troubleshot problems with equipment, devices orproducts.
  + Kept work areas clean andneat.
  + Responsible for achieving productionrequirements.
  + Prepared and maintained production reports and personnelrecords.
  + Built product subassemblies or final assemblies and monitored and adjusted production processes or equipment for quality and productivity.

## Technician

**Mumbai*,* Maharashtra *•* 04/2003 - 09/2003**

* + Performed routine preventive maintenance to ensure that building systems operatedefficiently.
  + Read and followed technical documentation to complete accurate repairs.
  + Followed company procedures to maintain work environment inneat and orderlycondition.
  + Accurately completed service reports and warrantyforms.
  + Maintained high standards of quality for work performed in accordance with regulatory and customerdemands.

# ACCOMPLISHMENTS

* + 1.Company Name : Lakozy Toyota(Waked-Pune)
  + Type of Training : Level 1 (6Days)
  + 2.Company Name : Lakozy Toyota(Malad-Mumbai)
  + Type of Training : LADDER 2 (2Days)
  + 3.Company Name : Lakozy Toyota(Malad-Mumbai)
  + Type of Training : LADDER 1 (2Days)
  + 4.Company Name : Linkway Honda(Andheri-Mumbai)
  + Type of Training : HSAS Training(7Days)
  + 5.Company Name : Linkway Honda(Goregaon-Mumbai)
  + Type of Training: Maintaince Training - (7Days) H-Smart - (3Days).

# JOB RESPONSIBILITIES

* + Meeting and greeting customer in a warm, respectful and courteous manner at alltimes.
  + Using logical questioning skills in an appropriate manner toobtain

the maximum relevant information from the customer in the minimum effective time.

* + Identifying and understanding a customer's needs by using theright

questioning techniques.

* + Maintains customer rappo by explaining estimates and expected return ofvehicle.
  + Making a professional impression oncustomers.
  + Maintaining and updating customerdatabases.
  + Providing a “FIX IT RIGHT FIRST TIME” service toCustomers.
  + Answering telephoneinquiries.
  + Responsible for delivering total satisfaction to customers which will leave them feeling fully Satisfied and Escalating serious issues to seniormanagers.
  + Keeping track of team deadlines and targets and Handling incoming and outgoingmail.
  + The ability to work as part of a team, support colleagues and promote excellent teamspirit.
  + Getting an encouraging feedback from customers on theservice

they have received.

# PERSONALDETAILS

DateOfBirth : 27th June 1985. Sex :Male

MaritalStatus :Married

Nationality :Indian

U.A.ELicensed

Languagesknown : Marathi, Hindi, English. Hobbies : Music, Table tennis,Cricket

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