

 **RESUME**

**Sarath**

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# Summary of Qualification

* 10 Years of experience in service of automobile Four wheeler industry
* Well versed in all aspects of service – Internal workshop processes & quality feedback.
* Implemented improvement of service systems and quality for better customer satisfaction.
* Excellent training, leadership and communication skills.
* Hard working, able to multi-task effectively
* Proven ability in organizing service promotion activities & increasing service business.

#  Professional Experience

**Joined as Front Office Service in-charge**

**SEP- 2016 – OCT -2019**

**CHENNAI -SHOLINGANALLUR JOB PROFILE:**

* Achieve the Parts and Labour target set by the company. Resource utilization (Bay productivity, technician’s productivity and efficiency) housekeeping of the workshop.
* Developing short and long-term goals for each department manager (includes administrative, sales, parts, and auto body collision and service departments).
* Paying close attention to daily operations, recommending and creating improved courses of action where necessary.
* Coordinating regular meetings with the managers of each department to ensure their profitability and efficiency
* Maintaining an enthusiastic attitude to build positive employee attitudes and morale
* Focusing on any customer complaints that department managers are unable to rectify and taking the necessary steps to resolve these complaints.
* Dead stock liquidation
* Reviewing with the CRM on complaint closing and customer satisfaction on alternate day basis.

# Professional Experience

**Joined as a TEAM LEADER – SERVICE**

**for Service & Body shop**

**JULY- 2015 - AUG – 2016 (SHORT PERIOD) JOB PROFILE:**

* To ensure the work undertaken by the workshop meets the commitments made to the customer in terms of quality, cost and timings.
* Interact with the Service Advisor and Quality inspectors to achieve highest levels of customer satisfaction.
* Provide an effective link between the workshop and front office to ensure that the needs of the customers are effectively understood by the Floor supervisors and Technicians.
* Manage the workshop scheduled to achieve smooth and efficient flow of work through the service department.
* Check the quality of all completed work providing guidance as needed to ensure that the quality standards are maintained.
* Monitor the repeat repairs and quality of work and initiate corrective actions
* Promote effective usage of workshop manuals and other literatures for diagnosis and quality of repair

**Professional Experience**

**Joined as a Service Advisor & Promoted to Branch In-Charge**

**For Kattupakkam Workshop Service & Body shop**

**CHENNAI – PERUNGUDI**

**DEC- 2012 (TO) JUN-2015 JOB PROFILE:**

* To ensure the work undertaken by the workshop meets the commitments made to the customer in terms of quality, cost and timings.
* Interact with Quality inspectors to achieve highest levels of customer satisfaction.
* Provide an effective link between the workshop and front office to ensure that the needs of the customers are effectively understood by the Floor supervisors and Technicians.
* Manage the workshop scheduled to achieve smooth and efficient flow of work through the service department.
* Check the quality of all completed work providing guidance as needed to ensure that the quality standards are maintained.
* Achieve the Parts and Labor target set by the company. Resource utilization (Bay productivity, technician’s productivity and efficiency) housekeeping of the workshop.

**Joined as a Technician & Promoted to Floor Supervisor**

 **AUTHORISED DEALER FOR CHEVROLET & TATA MOTORS**

 **CHENNAI –EKKATUTHANGAL**

 **JUN- 2008 (TO) NOV-2012**

* Analysis of technical complaints of vehicle in the field.
* Diagnosing of technical complaints of vehicle in the field.
* Achieving monthly labour target.
* Responsible for spare parts target achievement in co-ordination with Spare Parts division.
* Inspection of failed components to give decision
* Network expansion- install adequate service facilities (additional service set-ups and bays)
* Responsible for starting the service facility.

**Education & Personal details:**

Status : Married

Age : 17.09.1989 (30 years old)

Language known : Tamil & English

Computer skill : Auto CAD-2000, Micro Soft Excel, Word, Power point,

 Computer hardware

Elective Subject : Automobile

Visa type : visit visa (3month)

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| Qualification  | Name of School/College  | Year of Passing  | Percentage  |
| **S.S.L.C**  | Kumararajamuthiahhr sec school  | April 2004  | 81%  |
| **ITI –** **Government of** **Tamilnadu** **Department** **Of**  **Employment And Training Chennai** **Course :****Mechanical** **A/C Electrician** **Automobile**  | **BRILLIANT** **INDUSTRIAL** **SCHOOL CHENNAI** | July -2008  | 85%  |

**Regards,**

**Sarath**