

# LOREM IPSUM

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~ Service & After Sales Operations / Technical Services ~

## SUMMARY

- **Diploma in Automobile Engineering** with **13 years** of experience in Service / Sales Operations, Dealer Management, Client Servicing and Team Management in Automobile / Automotive industry.
- Currently associated as **Deputy Manager – Service with Piaggio Vehicle Pvt. Ltd., Vijayawada.**
- Resourceful at maintaining business relationship with clients and customers to achieve quality product and service norms by resolving their service related critical issues.
- Strong industry knowledge with deftness in;

- Dealer Management	- Service Operations	- Customer Care
- Training / Skill Development	- Technical Support	- Spare Parts Operations
- Systems & Procedures	- Promotional Activities	- Team Supervision

- Proficient in service operations along with implementation of various techniques for improving the process operations along with cost effectiveness.
- Skilful at monitoring & motivating the workforce to enhance their efficiencies & assist them to deliver quality services to clients; spearheaded troubleshooting in machinery and resolved all technical issues.
- Proficient at inspiring confidence, leading by example and building loyal, high-performance teams that exceed expectations; self-starting, goal-oriented strategist, highly imaginative with many innovative ideas.

## AREAS OF EXPERTISE

### Service Operations / Dealer Management

- Managing service operations with focus on implementing policies and procedures.
- Heading post-sale service operations ensuring customer satisfaction and business retention.
- Ensuring complete process of appointment to the operationlisation of the dealer after sales function.
- Ensuring that operations at the service points match the company's standards.
- Organising free check up camps, service marketing; market survey and analysing competitors' situation, products, products advantage / disadvantage and competitiveness.
- Monitoring dealer for workshop activities like FSC ratio, Post Warranty Ratio, Man Power Availability, System and Procedure.
- Overseeing the spares management operations.
- Monitoring and supporting service activities at dealer network guaranteeing after sales technical support.
- Providing inputs and guidelines on techno-commercial analysis of used cars.
- Handling refurbishment and display management of used cars.
- Reviewing with the dealer principals on the after-sales function, close the open issues if any on regular basis.
- Providing advice to dealers on M&M Service Policies, and developing plans to maximize business potential.

### Client Servicing

- Monitoring the post service activities like post service feed back, follow up with the customers, service reminders and handling customer complaints, call centre activities management for superior customer service.
- Enhancing customer satisfaction matrices through on-time delivery of spare parts & monitoring customer complaints & warranty issues.
- Auditing various warranty process & ensuring correctiveness, if any discrepancies.
- Conducting pre-delivery tests for vehicles to ensure defective vehicles do not reach the customers.
- Promoting service by planning & organising service camps coordinating with OEMs.

### Team Management

- Supervising and monitoring the performance level of the service staff for ensuring superior customer service and accomplishment of service and spare parts targets.
- Conceptualising & developing training & development initiatives for improved performance & productivity.
- Organising competence development for dealers' service staff, discussing current work issues and devising solutions for enhanced operations.