

Contact Info:-

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To be able to work in a competitive environment where my certified skills in Field Engineering will be fully utilized best for the growth of the company. My expertise in programming will help improve the status of the organization.

Technological Expertise

- ✓ Establish and handle a network of suppliers and customers.
- ✓ Thrives in a role that requires meeting new people, building and maintaining relations.
- ✓ Comfortable working in cross functional setups and multiple teams.
- ✓ High degree of ownership and willingness to get the task completed.
- ✓ Basic knowledge of MS office.

Key Strengths

- ✓ Team player
- ✓ Integrity & Transparency
- ✓ Diversity & Inclusiveness
- ✓ Communicate broadly
- ✓ Result oriented planning
- ✓ Leadership
- ✓ Confident Decision-Making
- ✓ Quick Learner
- ✓ Fostering Relationships
- ✓ Entrepreneurial Orientation
- ✓ Motivator

Education Qualification

➤ B-tech

Personal Information's

Date of birth: 23-10-1992

Passport No: N5745431

Marital status: Married

Nationality: Indian

Mr. Arjun S



Professional Abridgement :

A dynamic professional with 5+ years of experience in Operations encompassing Maintenance, Service Management, Manpower Management and Service Dealer, Networking Management. A keen strategist and planner with skills in conceptualizing and effecting process initiatives to enhance business efficiency and productivity. An effective communicator with relationship management skills with ability to relate to people at any level of business.

Company Name: HARRY FORD (FEB 2021- 2021 Sept)

Designation: Working as Customer Relationship Manager

- Build and maintaining profitable relationships with key customers.
- Oversee the relationship with customers handled by your team.
- Resolve customer complaints quickly and efficiently.
- Keep customers updated on the latest products in order to increase sales.
- Managing of workloads of mechanics in the shop.
- Relayed to customers details of problems of their vehicles and discussed work to be performed and repair requirements.
- Understanding the requirement of the customer, conveying it to the technical team and ensure adherence to strict timelines.
- Informing customers about the companies new products, services and pushing up sales for the same.

Company Name: HONDA : Nov 2014 – Feb2021.

Designation: Senior Service Advisor

- Involved in dealing with a wide and diverse client base.
- Managing bottlenecks and unforeseen circumstances.
- Provided information on the condition of vehicles,
- Carrying out inspection of vehicles and recommend customer on necessary repair work.
- Prepared estimation of cost of repair
- Used various measuring devices and techniques to analysis damage of the vehicles.
- Providing training to mechanics for new vehicles
- Handling repair of vehicles arrive at shop as per service schedules
- Carrying out supervision on oil changes, lubrications, and tune-ups for vehicles.
- Repaired and serviced air conditioning and electrical systems.

Key Result Areas :-

- **Customer Care** : Assessing customer feedback, Handling complaints relating to service, warranty and quality standards. Installing company's products at the customers' end. Collecting & collating data on repeat jobs/ other specific complaints & discuss the same with the manufacturing team for counter measures. Finalizing annual maintenance contracts with the clients and making regular visits at their end for handling their grievances.. Interacting with customers for solving their technical problems.
- **Service Operations** : Handle overall operations at the service workshop. Streamlining the service systems and develop new systems for enhancing efficiency. Maintaining a proper inventory of spare for smooth execution of service operations. Conducting pre-delivery tests for vehicles to ensure defective vehicles do not reach the customers. Identifying areas of improvement in dealer BP (Body & Paint) shop Management for better productivity and enhanced technician efficiency. Providing solutions in automobile crash repair in terms of new technology and repairs methods on Mono cock and Frame design vehicles.