

# Rajesh Karunakaran



Service professional with 25 years+ of experience in the Service industry. Expertise in developing customer relations and increasing revenue growth through customer visits

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## Skills

Problem solving      Leadership      Service management      Customer Relations

Team management      Technical Advisory

## Professional Experience

### Service Reception Manager

July 2015 - Present

### Senior Service Advisor

November 1998 - June 2015

Juma Al Majid Est. KIA & Hyundai Motors, Exclusive dealer for Hyundai & KIA Motor vehicles

- Customer engagement and solving customer problems & queries relevant to service/ repair actions and ensuring the customer satisfaction
- Planning and optimizing job order queue according to customer priorities and business prospects.
- Empowering service team members individually and as team in achieving the targeted goals.
- Co-ordinating after sales follow up with customers and maximizing annual maintenance contracts.
- Prepare the warranty claims and sending to warranty department
- Day to day planning of service activities of the department for Total Quality Management and improve service retention.
- Monitors the KPI of the team on daily/weekly/monthly basis and initiate the incentive program.
- Conducting frequent brainstorming discussions on quality improvement at each level of service functions.
- Coordinate with Procurement & Stores Department to provide the Workshop with required parts and equipment.
- Discuss and prepare the service agreements/contract's to customers
- Up sell the value added products to the customers
- Receive the accident claim's and contacting the insurance company

### Workshop Manager      Feb 1991 - May 1998

Al Kayed Work shop, Dubai, Authorized service & repair establishment for Mercedes Benz vehicles

### Workshop manager cum controller responsible for

- Supervise, manage and monitor automotive service technicians and repairers.
- Co-ordination with Service department in completing each job order with maximum efficiency.



- Quality inspection of all critically repaired vehicles to ensure perfect delivery.
- Co-ordinating all training programs to the service team
- Control of Inventory section for efficient inventory management.
- CRM operations
- Day to day management of all Workshop activities.

## **Service Advisor**      March 1989 - September 1990

Al Habtoor Motors, Authorized dealer for Mitsubishi motors in UAE

- Identified problems and needed services of customers based on customer's description of symptoms
- Greeting customers as they arrive at the dealership for automotive appointments
- Performing visual inspections, conduct road tests, checking service vehicle history and verifying warranty coverage for customers and internal vehicles
- Collaborating with sales department on all repair services for new and used vehicle inventory

## **Education**

**Bachelor of Arts (BA – Economics)-** University of Kerala      1983

**Diploma in Automobile Engineering-** Board of Technical Educations Kerala      1985

## **Software Skills**

Oracle - ERP

MS Office – Word & Excel

Internet/Web browsing and common operations

Automotive/Technical & Financial Software & Custom packages

## **Personal Details**

Rajesh Poovathumkadavil Karunakaran

Nationality: Indian

Languages: English, Arabic, Hindi, Malayalam

Visa Status: Spouse Visa

Driving License: Holding valid U.A.E Driving License

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