

AbhinavKumar

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Professional Summary

Dynamic automotive professional with experience in after-sales service, specializing in warranty management and diagnostics. Proven record of accomplishment of optimizing processes and reducing repeat issues. Skilled in claims processing, data analysis, and customer relationship management, with a focus on delivering high customer satisfaction.

Experience

1. Service Manager

Skoda Service (Jan 2025 – March 2025)

Ranchi

- **Customer Relationship Management:** responsible for ensuring excellent customer service and maintaining positive relationships with clients. This involves addressing customer queries, managing service appointments, and ensuring timely and efficient delivery of services to enhance customer satisfaction.
- **Team Management and Coordination:** leads a team of technicians, service advisors, and other support staff. They are responsible for coordinating the team's activities, providing necessary training, and ensuring high performance to meet service quality standards.
- **Service Operations Oversight** oversee the day-to-day operations of the service center, including managing vehicle servicing, repairs, and maintenance processes. The manager ensures that all services are completed on time and in compliance with Skoda's quality standards.
- **Inventory and Parts Management:** A crucial responsibility is managing the inventory of spare parts, tools, and equipment ensures that the necessary parts are available for repairs and maintenance, minimizing downtime and delays for customers.
- **Compliance and Reporting:** ensures that the service center adheres to company policies, industry standards, and regulatory requirements. They are also responsible for generating reports on service performance, customer feedback, and financial metrics, providing insights for continuous improvement.

2. Warranty Manager

Tata Motors Passenger Vehicles (Rising Auto Wheel-TASS), Ranchi, September 2023 - October 2024

- I reviewed and analyzed warranty claims to determine coverage eligibility.
- Developed and implemented procedures for processing warranty claims efficiently.
- Analyzed customer feedback to identify potential product defects or service issues.
- Provided technical support to customers regarding product warranties.

3. Warranty Manager

**Ford Motors Authorized Service (Ranchi, Jharkhand)
June 2018 to July 2023.**

- Evaluated and processed warranty claims, ensuring compliance with manufacturer policies and procedures.
- Conducted diagnosis based on Diagnostic Trouble Codes (DTC) and performed module programming using **FDRS tools**.
- Prepared warranty and diagnostic check sheets while collaborating with the **OEM Technical Support Team** to address complex issues.
- Provided guidance and participated in diagnoses as per **Technical Service Bulletins (TSB)** using the **Professional Technician System (PTS)**.
- Investigated customer complaints and analyzed feedback to identify potential product defects or service issues.

Core Competencies

- Warranty Management Processing
- Automobile Knowledge
- Data Analysis & Reporting Customer Relationship Management (CRM)
- Process Optimization
- Policy Compliance
- Spare Parts Management

Academic Background

Bachelor of Engineering

Rajiv Gandhi Technological University(Madhya Pradesh)
Mechanical Engineering (2014 – 2018)

Senior Secondary

State Education Board Science(2010–2012)

Higher Secondary

D.A.V Public School(2010)

Diploma in Computer Application

Information of Computer Indicia Society(2010)

Personal Information

DOB:-18-03-1995

Languages:-Hindi&English