

# Aditya G Verma

Automobile Expert Sales Advisor | Car Sales Executive

[adityaganeshanverma@gmail.com](mailto:adityaganeshanverma@gmail.com)

933-591-5589

Lucknow, UP 226004

---

## Summary:

Results-driven mechanical engineering diploma holder with a specialization in automotive systems and components. Proven track record in customer service and technical advisory roles within the automotive sector. Strong analytical and problem-solving skills, coupled with effective communication and teamwork abilities. Committed to leveraging technical expertise and industry knowledge to enhance vehicle performance and customer satisfaction. Actively pursuing opportunities to contribute to innovative automotive projects and stay abreast of emerging trends in automotive technology.

## Skills:

Automotive Diagnostics | Vehicle Maintenance and Repair | Automotive Electrical Systems | Engine Performance Analysis (Suzuki Diagnostic Tool, Honda Diagnostic Software/ HDS) | Brake and Suspension Systems | Customer Relationship Management (CRM) | Automotive Sales Strategies | Parts Inventory Management | Automobile Technical Troubleshooting | Quality Assurance in Automotive Services | Car Model Software Up gradation - Check issue  
Effective Communication | Problem Solving | Time Management | Team Collaboration | Negotiation Skills | Adaptability | Customer Service Orientation | Customer Satisfaction.  
4 Wheeler Driving Skills (Four Wheeler Drive / Automobile Driving)

**Certification**-CCC- MS Office, Windows, Computer hardware and software skills. -Race Academy -2014  
**AI / Artificial Intelligence Tool**- Chat GPT and Gemini etc.

## Work Experience:

### One Up motors Lucknow

Sep 2024- Present

Assistant Workshop Manager | Maruti Suzuki Service Center

*Expertise in Automotive Maintenance, Team Leadership & Operational Excellence*

- Led customer service operations by overseeing transparent communication of service procedures, cost breakdowns, and timelines, ensuring 100% compliance with brand standards and fostering long-term client trust.
- **Championed cross-functional collaboration** between technicians, advisors, and parts teams to optimize resource allocation, reduce turnaround time by 25%, and uphold stringent quality control protocols.
- **Leadership Focus:** Shifted language to emphasize supervision, training, and process optimization.
- **Quantifiable Impact:** Highlighted percentages, time savings, and team growth to demonstrate value.

### Anand Motors Lucknow

Dec 2022-Sep 2024

Service Advisor / Automobile Sales Advisor

*Maruti Suzuki All model Periodic Maintenance Expert Advisor*

- Managed customer interactions by delivering detailed service explanations and cost estimates, ensuring transparency and fostering trust.
- Provided expert consultations on vehicle maintenance, leveraging knowledge of automotive systems to customers on service options and benefits.
- Conducted comprehensive diagnostics and troubleshooting, accurately identifying issues and proposing

effective repair solutions to enhance vehicle performance.

- Achieved high customer satisfaction ratings by personalizing service recommendations and follow-up communications, contributing to a 15% increase in repeat business.
- Collaborated with technicians to ensure timely service delivery and resolution of complex mechanical issues, improving overall service efficiency.

**Oceanic Dreams, Lucknow BadshahNagar**  
**Sales Executive – Automobile Part Sales Support**

**August 2019-Nov 2022**

*Parts - ECM – Engine Control Unit, Steering Gear box, Steering Rack, Tyres and Generic Wire Harness etc.*

- Drove revenue growth by selling automotive parts to US and UK clients, utilizing inbound and outbound sales strategies to expand market reach.
- Developed and maintained strong relationships with key clients, providing tailored solutions and product recommendations to meet specific automotive needs.
- Managed ticketing system to efficiently raise and forward customer support requests to relevant teams, ensuring timely resolution of issues.
- Provided pre-existing instructions to clients over the phone, guiding them through troubleshooting processes and enhancing customer satisfaction.
- Conducted market research to identify trends and customer preferences, enabling the introduction of new products that increased sales by 20%.
- Delivered engaging presentations on product features and benefits, enhancing customer understanding and driving informed purchasing decisions.

**3M/ Mars Car Care, Chinhat, Lucknow - Internship  
Intern**

**April 2019 – June 2019**

*Products- 3M Tape, 3M Body Polish, Cleaning, Adhesive, Sealant, Hardware, Compound Polish, Microfiber Cloth and Mask etc.*

- Assisted in the development and testing of automotive care products, gaining hands-on experience in product formulation and quality assurance.
- Supported the marketing team by conducting competitive analysis and gathering customer feedback to inform product improvements.

**Education:**

Diploma in mechanical engineering - Government Polytechnic Lucknow - 2017-2019

Intermediate (10+2) (PCM) - Lucknow Public School 2011 – 2013