**Amit Gupta Amit Gupta**

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**PROFFESSIONAL PROFILE**

A seasoned professional having over 27 years of experience of working in Automobile Sales/Service and Spares and Customer Relation Management through handling as well as management of Service desk along with front operations, records management and streamlining admin operations.

**Educational & Technical Qualification with company training.**

* Spares/Car and Export operation training-2020-2023 from Poland
* ATS-Products, Service and Sales training- 2008-2019- from Netherlands
* Volvo Bus/Trucks Dealer Floor Service-training- 2007-2008- from Volvo-Banglore
* Volvo Bus/Trucks Products Service-training- 2007-2008- from Volvo-Gurgaon
* Toyota Dealer Floor Service In-house training- 2004-2006- fron Toyota Dealer
* Honda Service technician training- 2000-2003- fron HSCIL
* Motor Mechanic/Welder/Diesel Mechanic-1999-2000-from Delhi Pusa ITI
* 12th Class Standard Passed- 1998-1999-from UP Board
* 10th Class Standard Passed- 1996-1997-from UP Board

**International Travelling Experience details**

**Netherlands/Germany/Itlay/France/Poland/Belgium/Czech-Republis**

**Switzerland/Austria/UAE/Kuwait/Turkey/Kuwait**

**Thailand/Malaysia/Russia/Sri-lanka/Bangladesh/Nepal/Bhutan**

**KEY PERSONAL SKILLS**

***Operations Management***

* Monitoring the overall functioning of operations, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Preparing every month Import & export reports & other statements with a view to apprise the management of the key operations metrics and assist in decision-making process.
* Audit the process’s status to determine whether interim performance goals are met.

***Team Management***

* Leading, training and monitoring performance of the team members for maintaining excellence in operations.
* Determining training needs of executives and designing / conducting need-based training programs to enhance their operational efficiency leading to increased productivity.
* Creating and fostering a healthy environment that facilitates high performance of team members and accomplishments of organizational goals.

***Service & Sales Head***

* Managing operations for rendering and achieving quality services; providing customer support by handling customer’s queries & resolving their issues.
* Assessing the customer feedback, evaluating areas of improvement & providing critical feedback to the associates on improvement and achieving higher customer satisfaction matrices.

**ORGANISATIONAL EXPERIENCE**

***Since June 2023 (Currently working) (Automobile Trading & Service New Delhi India)***

**Position Business Devlopment Head**

**Responsibilities:**

* Oversight of the team – setting up of team goals on the basis of day to day expected volume forecast and achieving the same by devising the allocation plan to the team.
* India Nearest Country (Srilanka/Bangladesh/Nepal and Bhutan) Customer Visit.
* To ensure the achievement of daily as well as daily productivity and monthly report.
* New & Used Car Selling along with spare parts Import from Netherland & Poland.
* Online/Off-line Service freelancing and Automobile consultation with team work.
* Respond to customer inquiries & generating new orders.
* To ensure that all internal customer queries are followed up and resolved on a time.
* Logistics & Custom Handling along with banking system Supplier payment monitoring.

Domestic Client meeting On-line & Off-line along with physical visit.

***Since Jan 2020 to May 2023 at (Teile Auto Onderdelen Service Spzoo Poland-Europe)***

**Position Business Devlopment Head**

**Responsibilities:**

* Import & Export Car parts and New Cars from Europe to word wide.
* International Travelling for business purpose at least 4 in a every year.
* Collaboration with New companies through International Travelling/On-line meeting.
* Oversight of the team – setting up of team goals based on day to day expected volume forecast and achieving the same by devising the allocation plan to the team.
* To ensure the achievement of daily as well as monthly productivity and the quality targets.
* Publishing daily & weekly performance dashboard for the team and other reporting responsibilities.
* Currently Export in 15 countries.

***Since Sep 2008 to Dec 2019 at (Automobile Trading & Service New Delhi India)***

**Position: Service & Sales Head**

**Responsibilities:**

* Oversight of the team – setting up of team goals on the basis of day to day expected volume forecast and achieving the same by devising the allocation plan to the team.
* To ensure the achievement of daily as well as daily productivity and monthly report.
* New & Used Car Selling along with spare parts Import from Netherland & Germany.
* Handling the Website/FB/LinkedIn/Instagram & Messenger.
* Respond to customer inquiries & generating new orders.
* To ensure that all internal customer queries are followed up and resolved on a timely basis.
* Logistics & Custom Handling along with banking system Supplier payment monitoring.
* Domestic Client meeting On-line & Off-line along with physical visit.

***Since Jan, 2007 to Aug 2008 at Volvo Bus & Trucks Service Center New Delhi India.***

**Position: Asst. Service Manager**

**Responsibilities:**

* Maintaining Company technical bulletin Follow-up with Volvo India.
* To ensure the achievement of daily as well as daily productivity and monthly JDP scores.
* Dissatisfied client home Visit & 101% resolve technical inquiry or complaint within 24 hrs.
* Service Department Monitoring along with Morning Meeting task & daily jobs.
* Month by Month dealer & company Technical Training Organize & Participate.
* Post Complaint Follow-up (Dealer & Volvo India Ltd)
* 100% ready for all critical brake down within the North India.

***Since Jan, 2004 to Dec 2006 at Toyota Service Center New Delhi India.***

**Position: Service Job Controller**

**Responsibilities:**

* Maintaining Daily Customer’s Follow-up
* Service Center Start process before the technical staff
* Job Card distribution for Paid/Free/General & Repeat Job
* Technical part & component changes as per Toyota Kirloskar Motor India Instructions.
* To ensure the achievement of daily as well as daily productivity and monthly JDP scores.
* Get to gather meeting with service staff and update about new Information from TKM.
* Ensure the closure of the audit related issues as well escalations.
* To ensure that all internal customer queries are followed up and resolved on a timely basis.
* No Repeat Complaint Follow-up.

***Since Jan, 2000 to Dec 2003 at Honda Service Center New Delhi India.***

**Service: Technician**

**Responsibilities:**

* Technician Training under senior 6 month.
* Free Service done every day 10-15 Car
* Safety & Precaution measurement as per senior guideline.
* Major Job handling with senior along with all Safety & Precaution measurement.
* Technical part & component changes as per technical service bulletin.
* Basic/Advance technical training done from Honda Siel Car India Ltd..
* Time to time update with technical bulletin along with management guideline..
* Reference available, if required.

**PERSONAL PROFILE**

Current Status Two Nation-Citizership (NRI-Status)
Poland (EU) card Numer 8563637 (RP-Polish-Id)

Date of Birth 23 Jan 1980

Passport Numer Z4371682

Marital Status Married

Family Status Two Son

Linguistic Abilities English & Hindi.

**Current Place:** New Delhi-India

**Date:**