



AMIT DILIP PATHAK

Manager After sales | Business developer

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PROFESSIONAL SUMMARY

Experienced After-Sales Manager with 17+ years in EVs, automotive service, and fleet operations. Skilled in enhancing customer satisfaction, CRM performance, and service quality across OEM and dealer networks.

Proficient in Data Science and Business Analytics for performance monitoring, trend analysis, and decision-making.

Expert in EV workshop design, infrastructure planning, and service facility development.

Strong track record in team leadership, technical issue resolution, and operational efficiency improvement.

CORE COMPETENCIES

Service Quality Management,

Strategic Planning & Visioning,

Customer Experience

Enhancement, Strategic Business

Planning, Business Alliances &

Operational Excellence,

Transformational Leadership,

Stakeholder Engagement,

Revenue Growth Strategies, Team

Building & Leadership

AUTOMOBILE KEY SKILLS

Automotive Diagnostics

Vehicle Maintenance

Repair and Troubleshooting

Technical Training

Parts Management

Powertrain Engine Systems

Electrical Systems

ACADEMIC QUALIFICATION

B.E Automobile. Eng.

*Institute of technology and
engineering studies*

EV Simulation Eng.

cloudkampus®

*Data Scientist & Business
Analytics*

simplilearn | SkillUP

Interior Designing



WORK EXPERIENCE

iVOOMi Innovation Pvt. Ltd. (E Vehicle manufacturer) (OEM)

Manager After sales September - 23 to Till date

Customer Quality & Satisfaction

- Ensured alignment of the dealer network with organizational standards, enhancing customer service protocols and fostering a customer-first culture.
- Led initiatives to elevate customer satisfaction and retention through quick resolution of escalated issues, including technical grievances and consumer forum cases.
- CRM performance improvements, enhancing customer experience and engagement.

Service Quality Management

- Oversaw and optimized Service, Spare Parts, and CRM departments, implementing process improvements that resulted in higher operational efficiency and adherence to KPIs.
- Monitored service performance metrics and quality benchmarks, enabling data-driven enhancements that directly impacted customer satisfaction and service reliability.
- Developed and deployed critical service literature including Owner's Manuals, SOPs, Technical Service Bulletins, and warranty policies to standardize service quality across the network.

Dealer Workshop Infrastructure & Development

- Played a key role in designing and developing automotive dealer workshops by defining layout requirements, estimating infrastructure costs, and ensuring compliance with brand and service standards.
- Coordinated with regional teams and vendors to establish new service facilities, ensuring readiness in terms of tooling, manpower planning, parts storage, and EV-specific infrastructure.
- Conducted audits and feasibility assessments to recommend facility upgrades and capacity enhancements aligned with future demand and product roadmap.

Business Strategy & Revenue Growth

- Devised and executed strategic plans to drive the growth of the Service and Spare Parts business, consistently surpassing revenue targets across zones and dealerships.
- Analyzed business intelligence reports and customer feedback to identify market trends and operational gaps, resulting in targeted interventions and improved service penetration.

Other courses & Certification
Vehicle refinishing (NSDC)
Auto Cad, 3ds Max,

PERSONAL DETAILS

Amit Dilip Pathak
A - 207 Windsor County
Ambegaon BK Katraj
Pune Maharashtra - 411046

D.O.B: 20th May 1982

Marital status: Married

Nationality: Indian

LANGUAGE:

English, Hindi, Marathi, Gujrathi

Ward Wizard Innovation & mobility ltd. [Joy E Bike & E-Rik (OEM)]
Manager After sales | April-2022 to August 2023

Customer Quality & Experience Management

- Customer-centric initiatives, aligning dealer service operations with brand standards to enhance customer satisfaction and build long-term loyalty.
- Proactively addressed and resolved high-impact customer complaints and product performance issues, including escalations involving consumer forums, thereby preserving brand integrity.
- Led the integration of customer feedback into service improvement strategies, contributing to enhanced Net Promoter Scores (NPS) and customer retention metrics.

Service Quality & Operational Excellence

- Directed comprehensive aftersales service operations, driving efficiency across service, CRM, and parts management through robust performance reporting and KPI monitoring.
- Ensured strict adherence to OEM service protocols and SOPs across the dealer network, resulting in consistent service delivery and improved turnaround times.
- Conducted regular audits and trainings to uplift service standards, resulting in a measurable improvement in first-time fix rates and customer service ratings.

Automotive Dealer Workshop Design, Estimation & Development

- Spearheaded the design and development of dealer service facilities, including workshop layout planning, infrastructure estimation, and tool/equipment specification tailored to EV service requirements.
- Worked closely with regional and project teams to establish EV-ready workshops, ensuring appropriate allocation of space for diagnostics, battery handling, and technical zones.
- Evaluated and optimized dealer readiness through gap analysis and on-site assessments, ensuring scalable infrastructure aligned with future product pipelines and service demands.

Strategic Growth & Revenue Optimization

- Developed and implemented actionable business strategies that led to consistent growth in Service and Spare Parts revenue across zones and key dealership clusters.
- Collaborated in strategic cross-functional meetings and technical reviews, contributing to data-driven decision-making and operational alignment between central and regional teams.
- Fostered high-impact relationships with dealers and internal stakeholders to implement company initiatives, strengthen the brand's aftersales proposition, and enhance market competitiveness.

Benelli India

JHABAKH AUTO PVT LTD (OEM) & A B Automotive LLP
(Benelli (COCO) company owned company operated factory-outlet)
Manager After sales | December-2018 to February-2022

KOHINOOR INSTITUTE (Technical institute)

Automobile Diploma faculty | April-2017 to November-2018

BRAHMA MOTORS (Royal Enfield authorized service dealer)

Manager After sales | April-2014 to April-2017

GHATGE PATIL TRANSPORT (Fleet Management company)

Jr. Manager Fleet maintenance | 2011 to 2014

ATHARWA CAR SERVICES (Maruti Suzuki authorized service dealer)

Branch Manager | 2007 to 2011