**AMIT SHARMA**

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**SUMMARY**

Experienced and results-driven automotive service professional with over 24 years of leadership in service operations, currently serving as GM Service at Tata Motors (Varenyam Motor Cars Dealership). Proven expertise in achieving monthly service targets, optimizing workshop productivity, reducing operational costs, and driving profitability through efficient labor and spare parts management. Strong capability in cross-department coordination, manpower evaluation, and technical troubleshooting across service bays, body shops, and maintenance units. Skilled in customer service support, insurance handling, warranty claims, and delivering after-sales excellence.

Possesses in-depth knowledge of diesel and petrol vehicles, automotive raw materials, and various machining operations. Adept at quality inspections, third-party audits, and NDT techniques such as UT, DPT, Radiography, and MPI. Well-versed in ISO standards, 5S practices, and workshop KPIs including AMC, RSA, and EW targets. A strategic thinker and effective communicator with strong interpersonal skills, consistently driving operational efficiency and team performance through techno-commercial leadership.

**EDUCATION**

* Diploma in Mechanical with Automobile Specialization 2000-01 68%

 (M.P. Board of Technical Education)

* Post-Graduation (Sociology) -CSJMU, 2007 52%
* MBA (Supply Chain Management)- SMU, 2013-14 Grade C

**SKILLS**

* Meet monthly service bay target plans effectively.
* Evaluate and analyze daily manpower utilization and productivity.
* Coordinate with all departments to achieve overall monthly targets.
* Lead the production department to resolve technical and commercial workshop issues.
* Troubleshoot workshop bottlenecks including inventory, body shop, and maintenance operations.
* Maximize workshop profitability by managing labor costs and spare parts sales.
* Optimize resource usage to generate maximum output with minimal manpower.
* Promote and manage sales of 3M products and value-added services.
* Support the sales department through after-sales service.
* Maintain company KPIs and achieve targets for AMC (Annual Maintenance Contracts), RSA (Road Side Assistance), and EW (Extended Warranty).
* Handle accidental vehicle processes and coordinate with insurance companies.
* Liaise with ASM (Area Sales Manager) and RSM (Regional Sales Manager) for vehicle warranty claims.
* Prepare management reports on productivity and profitability.
* Organize quarterly review meetings and analyze workshop performance**.**

**EXPERIENCE**

**General Manager – Service**
**Varenyam Motor Cars Pvt. Ltd. (Tata Motors Dealership), Bhopal** ***Dec 2022 – Present***

* Leading the service operations, workshop performance, manpower management, and after-sales service excellence.
* Driving profitability through strategic planning, KPI monitoring, and interdepartmental coordination.

**Senior Manager – Fleet & Maintenance (In-Charge)**
**Harsh Transport Pvt. Ltd., Mandideep *Jul 2022 – Dec 2022***

* Oversaw fleet maintenance operations, resource optimization, and repair efficiency to minimize downtime and operational costs.

**General Manager – Service (Renault Segment)**
**Win Win Autolink Pvt. Ltd., Bhopal** ***2021 – 2022***

* Directed service operations, manpower productivity, warranty processing, and spare part sales to meet revenue targets.

**Assistant General Manager – Workshop**
**GVK EMRI, Lucknow (U.P.)** ***May 2016 – 2021***

* Managed ambulance fleet servicing, workshop maintenance, vendor coordination, and cost-effective operations across regions.

**Senior Manager – PPC (Production Planning & Control)**
**PTC Industries Limited, Sarojini Nagar** ***2008 – 2016***

* Led planning and execution of production schedules, quality control, third-party inspections, and material flow management.

**Team Lead – Production**
**Stallion Auto Parts Pvt. Ltd. (Telco Ancillary), Chinhat** ***2006 – 2008***

* Handled daily production operations, raw material usage, and machining workflow across lathe, grinding, and milling units.

**Assistant Works Manager**
**Tata Gold Rush, Chinhat, Lucknow** ***2003 – 2006***

* Supervised workshop activities, customer handling, and job card management for enhanced service quality and productivity.

**Workshop Floor In-Charge**
**TS Motors (Maruti Dealership)** ***2001 – 2003***

* Managed workshop floor operations, team coordination, and service delivery for improved customer satisfaction.

**KEY PESPONSIBILTIES**

* Achieved monthly service bay targets through effective manpower evaluation and daily performance analysis.
* Coordinated with cross-functional departments to meet overall workshop goals and operational targets.
* Led production teams in resolving technical and commercial challenges, eliminating workshop bottlenecks.
* Troubleshot operational issues across inventory, body shop, and maintenance for bay-wise profitability improvement.
* Managed workshop revenue generation, ensuring cost control and profit through labor and spare parts sales.
* Maximized output using minimal manpower and resources, optimizing productivity and efficiency.
* Boosted sales of 3M products and improved performance of value-added services (VAS).
* Provided strong after-sales support to the sales department, enhancing customer experience.
* Monitored and achieved KPIs for AMC (Annual Maintenance Contracts), RSA (Road Side Assistance), and EW (Extended Warranty).
* Handled insurance-related processes for accidental vehicles, ensuring timely claim settlement.
* Coordinated with ASM (Area Sales Manager) and RSM (Regional Sales Manager) to process warranty claims with OEMs.
* Prepared and presented management reports focused on productivity, revenue, and profitability**.**
* Conducted quarterly review meetings to evaluate workshop performance across locations.

**TECHNICAL KONWLEGDE AND EXPERTISE**

* Proficient in raw materials: forgings, castings, bars, pipes, fasteners, and other industrial inputs.
* Hands-on experience with machines: lathe, VTL, horizontal boring, grinding, drilling, milling, shaper, and slotter.
* Skilled in quality control: preparing final inspection reports and coordinating third-party inspections.
* Extensive knowledge of diesel and petrol vehicle systems and diagnostics.
* Expertise in destructive and non-destructive testing: UT, DPT, radiography, MPI, hardness, surface, and wall thickness testing.
* Well-versed in ISO standards, quality audits, and 5S workplace management tools.

**CERTIFICATIONS**

* Computer Knowledge of Excel, World, ERP, DMS knowledge
* NDT Certificate in UT, RT, MPI, & PTI from NDT Consultancy Services, NOIDA**.**

**PERSONAL DETAILS**

* Address **-** Bagsevaniya, Bhopal, Madhya Pradesh-462044
* Date of Birth - 12/07/1977
* Marital Status - Married