

ANIMESH BHARDWAJ

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📍 Muzaffarnagar, UP, India

CHIEF GENERAL MANAGER – SERVICE & AFTER-SALES

🚀 Driving Excellence in Multi-Location After-Sales & Service Operations

- ✓ Leading 250+ Service Professionals Across Lalitpur, Mauranipur, Jhansi, Hamirpur & Mahruli
 - ✓ Expert in Passenger Cars, Premium Cars, EVs, EV SCVs & LMM
 - ✓ Revenue Growth | CSI Excellence | Warranty Optimization | Fleet Management
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STRATEGIC EXPERTISE

- ★ **Multi-Location Leadership** – Managing 5 major service territories, ensuring operational excellence.
 - ★ **Profit & Revenue Growth** – Increased after-sales revenue by 31% through process efficiency & customer retention.
 - ★ **Customer Experience & CSI Leadership** – Achieved top industry CSI scores, driving loyalty & satisfaction.
 - ★ **Process Automation** – Implemented predictive maintenance, digital CRM & Digital driven diagnostics.
 - ★ **Warranty & Fleet Management** – Optimized claims, improved OEM reimbursements & secured large fleet contracts.
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CAREER MILESTONES

Nataraj Mahindra, Jhansi, UP

Chief General Manager – Service & After-Sales | Dec 2022 – Present

- 🚀 Leading 250+ service professionals across 5 locations.
 - 🚀 Scaled annual after-sales revenue by 45% through strategic upselling & AMC programs.
 - ✓ Strengthened customer loyalty, boosting retention by 25%.
 - ✓ Implemented AI-powered predictive maintenance, enhancing service efficiency.
 - ✓ Optimized cost structures & warranty claims, increasing dealership profitability.
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Nataraj Kia, Jhansi, UP

General Manager – Service Operations | Jan 2022 – Nov 2022

- 🔧 Revamped service operations, reducing claim rejections by 30%.
 - 🔧 Expanded workshop capacity, increasing service throughput by 30%.
 - ✓ Enhanced service package upselling, improving customer retention.
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NGM Renault, Moradabad, UP

General Manager– Service & After-Sales | Dec 2020 – Jan 2022

- 🔧 Launched mobile servicing units, tapping into new market segments.
 - 🔧 Integrated customer analytics, improving service experience.
 - ✓ Built a high-performing service team, achieving record CSI scores.
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Previous Leadership Roles(Since 2010-2020)

- Venus Ford (General Manager) – Expanded express service models & upselling strategies.
 - Grand Toyota (Service Manager) – Streamlined workflow, reducing service time.
 - Radha Govind Automobiles (Maruti, Service Advisor & Bodyshop Manager) – Mastered customer handling & claims processing.
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EDUCATION & CERTIFICATIONS

- 🎓 IIM Leadership & Development program (Pursuing) | B.Com | Diploma in Mechanical Engineering
 - 🏆 Advanced Automotive Service Management – Mahindra, Kia, Renault, Ford
 - 🏆 P&L & Cost Control | AI in After-Sales | Digital CRM Leadership
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IMPACT & RESULTS

- 🔧 Managing 250+ professionals across 5 service locations
- 🔧 Increased after-sales revenue by 31%+ across dealerships
- 🔧 Implemented Digitally system service tracking & predictive maintenance
- 🔧 Optimized warranty claims, fleet contracts & cost efficiency

Summarised

- ✓ Proven Leadership – Managing multi-location operations with 250+ service experts.
- ✓ Customer-First Approach – Delivering top-tier service & boosting CSI ratings.
- ✓ Revenue-Driven Mindset – Scaling after-sales revenue, fleet service & warranty claims.

Current CTC-125k/Month

Expected CTC- 175K/Month

🔧 **READY TO DRIVE SERVICE EXCELLENCE & BUSINESS GROWTH!**

