

Bikash Majumder

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Professional Summary

Dynamic and results-oriented professional with 8+ years of experience in the automotive industry, specializing in service advisory, body shop management, and operations analysis. Demonstrated success in customer service, process optimization, and team collaboration. Skilled in automobile engineering concepts with strong communication abilities. Dedicated to continuous learning and committed to delivering high-impact results for organizational growth.

Educational Qualifications

Diploma in Automobile Engineering – The George Telegraph Training Institute – 2015
B.Com (Bachelor of Commerce) – Kalyani University (West Bengal) – 2011
Higher Secondary (H.S.) – Jharkhand Academic Council, Ranchi – 2008
Secondary (Class X) – Jharkhand Academic Council, Ranchi – 2006

Additional Qualifications & Skills

Vocational Training: Automobile Maintenance (AUMT), West Bengal State Council of Vocational Education & Training
Computer Skills: MS Office Suite, Basic Data Entry, Internet Research, Desktop Publishing (DTP)
Courses: 6-Month Computer Basics Course, NIIT – City Centre, Durgapur
Soft Skills: Communication, Problem-Solving, Customer Relationship Management
Languages: Bengali (Native), Hindi (Fluent), English (Proficient)

Professional Experience

Operations Analyst | Spinny (Dec 15, 2021 – Present)

- Analyzed operational processes to identify inefficiencies, resulting in improved workflow and cost savings.
- Prepared data reports and analytics for vehicle inspections, sales, and customer satisfaction.
- Collaborated with cross-functional teams to streamline supply chain and inventory management.
- Resolved customer queries and ensured adherence to quality standards.

Service Advisor | Juhi Kia Motors, Dhanbad (Aug 6, 2020 – Jun 20, 2021)

- Guided customers on vehicle maintenance, repairs, and service packages, boosting satisfaction scores.
- Coordinated with technicians for accurate issue diagnosis and timely service delivery.
- Managed service schedules, invoicing, and follow-up communications.
- Supported sales growth by upselling services and accessories.

Service Advisor | Pinnacle Honda Dealership, Asansol (May 20, 2016 – 2018)

- Provided expert advisory on Honda vehicle servicing, warranties, and after-sales support.
- Addressed customer complaints and escalated complex issues effectively.
- Maintained accurate service history records using dealership software.
- Assisted in training junior staff on customer engagement best practices.

Body Shop Advisor | Maruti Suzuki SWG Car World, Faridpur, Durgapur (Jun 23, 2015 – May 12, 2016)

- Managed body repair operations, including damage assessments and cost estimation.
- Coordinated with insurance companies for claim processing and approvals.
- Ensured repair quality compliance with manufacturer standards.
- Improved workshop efficiency by implementing structured workflow processes.

Personal Information

Date of Birth: April 6, 1989
Gender: Male
Nationality: Indian
Religion: Hindu
Marital Status: Single
Father's Name: Late Pradip Majumder
Hobbies: Listening to music, drawing designs, reading books, internet surfing

Declaration

I hereby declare that the above information is true and correct to the best of my knowledge and belief.

Date: August 25, 2025

Place: [Your Location]

Signature:

Bikash Majumder