**DEBAJIT SARKAR**

***Personal Info***

Communicative Address :New Park, P.O. BandelJn, P.S. Chinsurah,

Dist. Hooghly, Pin – 712123. West Bengal

Date of birth : 23rd July 1979

Place of birth : Bandel, Hooghly

Nationality : Indian

Religion : Hindu

Gender : Male

Father’s Name : Mr. RanjitSarkar

Mother’s Name : Mrs. BasantiSarkar

Marital Status : Married

Dependents : Spouse & Minor

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***Career Objective***

To work in the field of automobiles & automotive technology; with tenacity, enthusiasm and loyalty to forge strong relationship with customers, manufacturers, vendors and business associates, in return to learn newer skills and achieve future goals.

***Professional Experience***

* Working with Bengal Hyundai as automobile dealer(Hyundai Motors India Ltd)service manager at Kolkata.
* Worked with Tirupati Automobile Pvt Ltd as dealer (Mahindra&Mahindra Ltd)bodyshop manager at Bijnor,Uttar Pradesh (West). From Feb’2012 to Oct’2013.
* Worked with Dewar’s Garage Ltd as automobile dealer (Maruti Suzuki India Ltd) service adviser at Kolkata. From July’2008 to Feb’2012.
* Worked with Bengal Hyundai as automobile dealer (Hyundai Motors India Ltd) general service technician at kolkata. From Oct’2006 to July’2008.
* Worked with Natraj Mobiles Pvt Ltd as automobile dealer (Bajaj Auto Ltd) service supervisor at Jhansi, Uttar Pradesh (East). From Jan’2005 to Sep’2006.

***Professional Trainings Undertakings***

* Under gone a program of Automobile Dealer Bodyshop Manager(Exterior body denting and painting procedure of various types of Accidental vehicles), New Model Vehicle Diagnosis(Petrol and Diesel), and Technical Service Adviser with customer management Training from Maruti Suzuki IndIa Ltd.
* Under gone a programmed of Automobile Dealer General Technician Step-1 & 2(Engine, Chassis and Electrical) Training from Hyundai Motors India Ltd.
* Working experience as automobile four-wheeler trainee technician from Autokraft (Maruti Suzuki India Ltd) for six months (Jun’2004-Dec’2004) at Kolkata.
* Working experience as automobile two-wheeler trainee technician from Shah TVS (TVS India Ltd) for six months (Dec’2003-May’2004) at Kolkata.

***Special Knowledge***

* Driving Knowledge of Pvt. and Commercial (Passenger and Goods) Both Vehicles like MGV/MCV,LGV/LCV,3W-CAB,LMV and Two Wheelers.
* Knowledge of Computer Application.

***Educational Qualification***

* B. Tech in Mechanical Engineering from Pinnacle Institute of Engineering and Management in association with J.R.N Rajasthan Vidyapeeth Deemed University, Udaypur, Rajasthan (A.I.C.T.E & U.G.C Approved Distance Education Program).In the year of 2011.
* Diploma in Automobile Engineering from George Telegraph Training Institute, Kolkata. In the year of 2004.
* Higher Secondary (10+2 standard) (**Science**) (W.B.C.H.S.E) in the year 1999.
* Madhyamik (10th standard) (W.B.B.S.E) in the year 1996.

***Job Profile – 1***

**Bengal Hyundai (Hyundai Motors India Ltd)**

Position : Service Manager

Roles & Responsibilities :

* Handling entire automobile dealer workshop with other service related personnel.
* Support and automobile dealer service development projects, motivational and technical skill program.
* Supervising all service department personnel, as well as monitoring their performance in servicing customers, Insurance companies and their representatives, dealer related vendors and their representatives, and dealer’s others sales, accounts, and HR related personnel.
* Inventory maintenance workshop, workshop related hand tools, equipments and machines.
* Encouraging and provide periodic technical training on administrative policies, new systems, components and procedures for all department personnel to keep their skills up-to-date through automotive manufacturer.
* Keeping up-to-date on manufacturer warranty and policy procedure while serving as a liaison with the factory representatives.
* Coordinating with different departments of organization in respect of sales, service, accounts, HR, and Upper level of management.
* Maintaining highest Customer Service Index(CSI) rating from customers by handling customer complaints immediately and according to dealership policies.
* Creating goals and objectives all departments, this includes an annual operating budget and a marketing plan and strategies to promote new and repeat business of dealership.
* Preparation and analysis of various MIS Reports and drafting of an internal check list in respect to all procedures to be applied by different departments of workshop for achieving goals.
* Follow up on service related revenue and collection of bills.
* Management vendors, insurance companies, and brands to ensure stocks and time management to properly service vehicle within stipulated time.
* Put into practice the standards and maintain quality assurance work environment and safety measures as laid down by ISO, over an automobile workshop.

***Job Profile – 2***

**Tirupati Automobiles Pvt. Ltd (Mahindra & Mahindra Ltd)**

Position : Bodyshop Manager

Roles & Responsibilities :

* In charge of accidental department of automobile dealership.
* Handling insurance claim procedure for accidental vehicles like cost estimations, submitting claim forms, claim registration, take assessments from insurance surveyors, claim settlements with insurance companies, accidental vehicles liability calculations for cashless facilities.
* Handling outstanding accidental insurance claims with coordination of dealer accounts department and insurance companies.
* Motivating and provide periodic technical training on administrative policies, new systems, components and procedures for all bodyshop department personnel like service advisers, supervisors, technicians, denters and painters to keep their skills up-to-date through automotive manufacturer.
* Making and analysis of MIS reports in respect of bodyshop department and customer feedback to be submitted to the respective analytic department.
* Coordinating with different departments in respect to sales and service of dealership.
* Inventory maintenance bodyshop, bodyshop related hand tools, equipments and machines.
* Taking adequate measures and steps for resolving customer grievances and satisfying their expectations and also drafting of an internal check list and correspondences in respect of all procedures to be applied by different departments for achieving customer satisfaction.
* Implementing all measures for retaining clients and developing new and repeated automobile dealer service business and marketing strategies.
* Maintain quality assurance work environment and safety measures as laid down by ISO, overan automobilebodyshop.

***Job Profile – 3***

**Dewars Garage Ltd. (Maruti Suzuki India Ltd)**

**Position : Service Adviser**

**Roles & Responsibilities :**

* Management of vehicles’ servicing & delivery related issues with regards to the customers, service super visors, technicians, customer care personnel, and other service related departments.
* Opening & Closing job cards of vehicles’ servicing.
* Making cost estimation of mechanical overhauling and accidental problem related vehicles.
* Follow ups on service related revenues and collections of bills.
* Coordinating with different departments in respect to sales and service of dealership.
* Taking adequate measures and steps for resolving customer grievances and satisfying their expectations with customer care department of dealership.
* Inventory maintenance of workshop related hand tools, equipments, and machines with supervisors and technicians.
* Management of vendors and brands to ensure timely and authentic delivery of vehicles.
* Implementing all measures for retaining clients and developing new and repeated automobile dealer service business and marketing strategies.
* Maintain quality assurance work environment and safety measures as laid down by ISO, over an automobile workshop.

***Job Profile – 4***

**Bengal Hyundai (Hyundai Motors India Ltd)**

**Position : Service Technician**

**Roles & Responsibilities :**

* In depth analysis of service related issues and day-to-day operations of current servicing with regards to technical overhauled and accidental vehicles.
* Coordinating with service personnel to monitoring and solving of vehicles’ technical solutions.
* Taking adequate periodic technical training on administrative policies, new systems, components and procedures to keep self technical skills up-to-date through automotive manufacturer.
* Maintain of workshop related hand tools, equipments, and machines.
* Implementing all measures for retaining and developing new and repeated automobile dealer service business and marketing strategies.
* Maintain quality assurance work environment and safety measures as laid down by ISO, over an automobile workshop.

***Job Profile – 5***

**Nataraj Mobiles Ltd (Bajaj Auto Ltd)**

**Position : Service Supervisor**

**Roles & Responsibilities :**

* Management of vehicles’ servicing & delivery related issues with regards to the service advisers, technicians, and other service related departments.
* Overall supervision and inspection of overhauled and new model (pre-delivery) vehicles.
* In depth analysis of service related issues and day-to-day operations of current servicing with regards to technical overhauled and new model (pre-delivery) vehicles.
* Coordinating with service personnel to monitoring and solving of vehicles’ technical solutions.
* Maintaining new model (pre-delivery) vehicles’ stocks and overhauled service vehicles’ inventory.
* Maintain of workshop related hand tools, equipments, and machines.
* Taking adequate periodic technical training on administrative policies, new systems, components and procedures to keep self technical skills up-to-date through automotive manufacturer.
* Maintain quality assurance work environment and safety measures as laid down by ISO, over an automobile workshop.

***Strengths***

* A fast learner with an inquisitive bent of mind.
* Can easily adapt to new environments and willing to travel.
* Communication skills in English, Hindi, and Bengali languages.
* Can work for late hours.

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* ***Date :***
* ***Place : Bandel, Hooghly.***