

ABHISHEK PANCHAL

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PROFILE

Service Advisor with extensive experience of 6 years in the automobile service industry. Effectively builds loyal and long term customer relationships. Proven track record of providing superior service. Handles customer inquiries, customer retention, insurance work and upsell products.

SKILL

- Managing your own work in process and providing excellence customer service
- Advising customers the work on their cars according to manufacturer specification and quality standard
- Explaining customer of maintaining vehicle
- Explaining advantages of value added services.
- Client relationship management
- Insurance work and Claim Process
- Communication
- Team work
- Achieve target
- Build business plant to gain more profit

WORK EXPERIENCE

AUTO HANGAR MERCEDES-BENZ Mumbai

Service Advisor and Bodyshop Advisor

March 2025 Present

Role

- Booking customer vehicle for maintenance and repairs and liaising with the workshop, parts and sales department to ensure customer vehicle are ready on time.
- Serve high level of customer satisfaction

SRK E-VENTURES Mumbai

Service Advisor

September 2024 March 2025

Role

- Communicating with customers greeting customers, listening to their concerns, and providing updates on repairs
- Providing estimates giving customers accurate and timely repair estimates
- Scheduling repairs coordinating with technicians to schedule repairs

NAVIT SOLITAIRE HONDA Mumbai

Service Body Shop Advisor

August 2023 August 2024

Role

- Insurance claim work
- Provide guidance for insurance renewals
- Converting service vehicle to Bodyshop
- Explaining repair work start to end to customer
- Update work status to customer
- Explaining bills
- Customer satisfaction
- Take customer feedback
- Achieve given KPI

PLANET HYUNDAI AUTOMOTIVE Ahmedabad

Semester Internship

June 2019 October 2019

Role

- Bodyshop panel remove refit
- Denting work
- Welding work
- Frame measurement using special tool

RITU NISSAN Mumbai

Trainee Service Advisor

August 2016 July 2017

Role

- Greeting customer
- Listen VOC and note down in job card
- Explain work to customer
- Ordering parts on customer request
- Provide elevated customer experience to generate a loyal client

JMD SKODA AUTO Mumbai

Service Technician and DISS Incharge

February 2015 June 2016

Role

- Perform major and minor maintenance
- Make vehicle maintenance report
- Diagnosis of vehicle
- Communicate to Skoda technical team for technical support on email
- Perform required steps for warranty work
- Check for vehicle campaign by manufacturer
- Follow company quality standards and safety

SENATOR SKODA MOTOR Mumbai

Trainee Technician

March 2013 January 2015

Role

- Perform minor maintenance work assigned by supervisor
- Inspection of vehicle
- General checkup
- Express service of vehicle

EDUCATION

Diploma Automobile Engineering
LJ Institute Engineering and Technology Ahmedabad
2017 2020
7.7CGPA

ITI Motor Mechanic
FR Agnel Institute Technical Training Mumbai
2013 2014
B+ grade

SSC
Holy Cross High School Mumbai
2012

CERTIFICATION

Currently studying Business Development and Entrepreneurship

Self Charged Hybrid Electric Vehicle
Automotive Skill Development Council
November 2021

EV Architecture and Components
Automotive Skill Development Council
March 2021

LANGUAGE

English | Gujarati | Hindi | Marathi