

CONTACT



BINDHYA RAJU

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OBJECTIVE

To secure a responsible position as a Service In-Charge cum Service Advisor in a reputed automotive organization, where I can utilize my technical expertise, customer service skills, and leadership abilities to enhance service quality, improve workshop efficiency, and contribute to overall business growth.

EXPERIENCE

OCT-2024 - Still working

- **Service in charge & Service Advisor**  
REVOLT(Aban Motors)
  - Interacted with customers , understood their vehicle issues, and provided accurate service advice.
  - Created detailed job cards and obtained necessary approvals for repair work.
  - Coordinated with workshop technicians to ensure timely service and repair delivery.
  - Conducted pre- and post-service inspections to ensure service quality and customer satisfaction
  - Explained service work and charges clearly to customers during vehicle delivery
  - Promoted regular maintenance packages, AMC plans, and accessories to customers.
  - Managed customer feedback and resolved complaints promptly to ensure repeat business.
  - Maintained vehicle service records, warranty claims, and parts inventory coordination

JULY-2024 - AUG-2024

- **Service Advisor & CRE**  
HYUNDAI
  - Interact with customer,assessed their vehicle service and repair needs.
  - Prepared accurate job cards, explained service processes, and obtained necessary approvals.
  - Coordinated with workshop technicians to ensure timely and efficient service delivery.
  - Conducted vehicle inspections and test drives to identify issues and verify repairs.
  - Advised customers on maintenance schedules, service packages, and additional repairs.
  - Ensured clear communication on service timelines, costs, and warranty coverage.
  - Managed vehicle delivery, explained completed work, and ensured customer satisfaction.
  - Handled complaints professionally and worked towards prompt resolution.
  - Maintained detailed service records, warranty documentation, and parts requisitions.

MAY-2022 - JUNE-2024

- **Service in Charge,Service Advisor & CRE**  
HONDA(Arya Bhangh)
  - Oversee service team activities to ensure efficient workflow and adherence to standards
  - Address customer inquiries, resolve complaints and ensure a positive service experience
  - Scheduled and manage service appointments for timely and efficient service delivery
  - Conduct orientation for the new employees and department on service procedures
  - Maintain accurate historical service data for easy access and reference
  - Compile and prepare performance reports and efficiency analysis for the service department
  - Arrange and manage detailed service schedules for optional resource use and task completion

EDUCATION

- Lab Technician
- Higher secondary
- SSLC

SKILLS

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- Team Leading & Coordination
- Problem solving & Decision Making
- Customer Service Excellence
- Automotive Expertise
- Service Operations Management
- Technical Proficiency(Service Management Software)
- Billing & Financial Management(invoicing, cost estimation, and service budget management)
- Attention to Detail

LANGUAGES

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- Malayalam
- English
- Hindi
- Tamil