

CHANDRASEKAR RAJENDRAN

D7 Housing Board, Narasingapuram PO, Attur TK • 9003818045 • chandrurajmech@gmail.com

Automobile service manager

Motivated and results-driven automotive service professional with over 9 years of hands-on experience in warranty management, service operations, and after-sales strategy. Skilled in leading multi-branch operations, improving profitability, managing cross-functional teams, and ensuring high levels of customer satisfaction.

WORK EXPERIENCE

- | | |
|---|--|
| Sri Varrsha Ford
Service Manager | 08/2024 – Present
Erode |
| <ul style="list-style-type: none">• Leading a service team of 60+ staff across multiple departments including parts, admin, washing, and telemarketing.• Focused on profitability, customer satisfaction, and operational efficiency.• Conducted recruitment and training for new service staff.• Oversaw offers, branch maintenance, budget allocation, and branch-level marketing.• Coordinated daily reports with team leaders and solved customer concerns effectively. | |
| Kothari TVS
Service Manager | 01/2024 – 08/2024
Pammal, Chennai |
| <ul style="list-style-type: none">• Oversaw daily vehicle service operations and ensured timely delivery.• Trained service advisors and technicians to improve service quality. | |
| Swarnambigai Motor
Automotive Service Advisor | 12/2021 – 12/2023
Attur, Salem |
| <ul style="list-style-type: none">• Educated customers on preventive maintenance.• Handled customer queries and documentation. | |
| Krishnaa Motor
Warranty Incharge | 12/2019 – 12/2021
Hosur |
| <ul style="list-style-type: none">• Managed warranty claims and documentation.• Performed FTR analysis and contributed to AMC sales. | |
| Kun Capital
Warranty Executive | 05/2017 – 12/2019
Chennai |
| <ul style="list-style-type: none">• Managed part dispatch and technical campaign completions. | |
| Tamil Nadu State Transport Corporation
Graduate Apprentice | 02/2014 – 02/2015
Perambalur |

EDUCATION

- | | |
|---|------------------------------------|
| MBA in HR & Finance
Kalasalingam Academy of Research and Education | Srivilliputhur • 09/2023 – Present |
| B.E. Mechanical Engineering
Tagore Institute of Engineering & Technology • GPA: 7.0 | Attur • 01/2009 – 01/2013 |
| HSC
Maruthi Hr. Sec School • GPA: 65% | Attur • 01/2007 – 01/2009 |

SSLC

Jaya Bharath Matric Hr. Sec School • GPA: 64%

Attur • 01/2006 – 01/2007

CERTIFICATIONS

Warranty Process

Ashok Leyland

01/2021

Warranty Product Development

Ashok Leyland

01/2019

Service Advisor Training

Ashok Leyland Training Centre

01/2017

AWARDS & SCHOLARSHIPS

Winner, Ashok Leyland South 1 Warranty Claim Process Award

Ashok Leyland

PROJECTS

Solar Operated Goped Vehicle

Designed and built a solar-powered two-wheeler using photovoltaic cells to convert sunlight into usable energy.

SKILLS

Key Skills: Automotive Service Management, Customer Complaint Resolution, Languages: English, Tamil, Parts & Body Shop Promotions, Proficiency in MS Office (Word, Excel), Profitability & Budget Control, Service Branch Operations, Team Leadership & Staff Training, Warranty Claims & FTR Analysis