

# GAJENDRA DEWANGAN

## B.E (MECHANICAL)

9584828009

### CAREER OBJECTIVES

An experienced professional seeking to leverage my extensive background in front office management, warranty coordination, and service consultancy to contribute effectively to a dynamic organization. Dedicated to optimizing customer satisfaction, streamlining operations, and fostering team collaboration to achieve organizational goals. Eager to apply my strong communication skills, leadership abilities, and problem-solving expertise to drive excellence in service delivery and client relations..

### WORK EXPERCIENCE

#### Workshop Manager – MERCEDES BENZ (CITY STAR RAIPUR)- Present

- ❖ Oversee daily workshop operations to ensure efficient service delivery and high customer satisfaction.
- ❖ Manage, train, and evaluate workshop staff, optimizing workflow and productivity.
- ❖ Maintain inventory of parts and tools, ensuring availability and quality.
- ❖ Ensure adherence to safety regulations and quality control standards.
- ❖ Handle customer complaints, ensuring timely resolution and maintaining professional service.
- ❖ Prepare performance reports and collaborate with sales and parts departments to improve overall service.

#### Front Office Manager - MERCEDES BENZ (CITY STAR RAIPUR)

- ❖ Oversee all front office operations including customer service, appointment scheduling, and administrative tasks to ensure smooth and efficient daily operations.
- ❖ Manage a team of receptionists, service consultants, and administrative staff, providing training, guidance, and performance evaluations to ensure optimal performance.
- ❖ Implement strategies to enhance customer satisfaction, resulting in increased customer retention and positive online reviews.
- ❖ Monitor and analyze dealership metrics such as customer wait times, appointment scheduling efficiency, and service department performance, implementing improvements as needed.
- ❖ Handle escalated customer issues and complaints, resolving them promptly and effectively to maintain positive customer relationships.

#### Warranty coordinator - MERCEDES BENZ (CITY STAR RAIPUR)

January 2021 – December 2023

- ❖ Efficiently manage warranty claims process, including documentation, submission, and tracking, ensuring compliance with manufacturer guidelines.
- ❖ Responsible to take evidence (Photos) for warranty service according to package
- ❖ Coordinate with service advisors, technicians, and parts department to gather necessary information and documentation for warranty claims

### CONTACT DETAILS

BTI, COLONY  
BEMETARA CHHATISGARH  
PIN-491335  
Garv8009@GMAIL.COM

### EDUCATIONS

#### BE(MECHANICAL)

CSVTU bhilai  
First division - 2012-2017

#### Intermediate

Second division -2012

#### High school

First division -2010

### TECHNICAL PROFICIENCY

Microsoft Programs  
Cad & Ugnx design tools

### LANGUAGES

English ,Hindi

### INTERESTS

Climbing  
Driving  
Motivates

### PERSONAL

Book reading  
Badminton  
Cricket

### Father's Name

SURESH DEWANGAN  
9406260460

### DOB

20/11/1993

- ❖ Ensure proper reconciliation of warranty claims of actual & pending payment.
- ❖ Administered everyday activities of warranty programs & managing all vehicles' Maintenance & schedule services & other general repair works.
- ❖ I assessed to open & close the warranty Repair order by using E-dealer. Further to insure the all
- ❖ Service measures which are released by MB India according to vehicle selection to be done on their.

### **Customer Service consultant -MERCEDES BENZ (CITY STAR RAIPUR)**

December 2019 – December 2020

- ❖ Inspecting the vehicles and applying proper resources to accurately identify and verify client's service needs.
- ❖ Too test drive vehicle for fault diagnosis.
- ❖ Provide a complete and accurate written cost estimate for labor and parts to each customer.
- ❖ Supporting the center goals for service by generating high service.
- ❖ Repeating new vehicle sales by providing a premium after sale experience for each client.
- ❖ Comfortable with learning and explaining new technologies to customers when new innovations are implemented.
- ❖ Writing and verifying the accurate repair orders and include supporting documentation.

### **Relationship Manager cum Sr. Service Advisor**

#### **MAHINDRA & MAHINDRA**

(SHIVNTAH AUTOMOBILES PVT. LTD.)

December 2016 – June 2019

- ❖ I was responsible for the customer handling against their vehicle service.
- ❖ To provide better service for the High End Vehicles of Mahindra XUV500W4, W6, W8 & W10 and for Ssangyong's Rexton RX5, RX6 & RX7 against daily Routine problems and schedule maintenance.
- ❖ The value added services against the taken vehicle like RSA, Extended warranty (Shield) done by me.
- ❖ The final road test of vehicle after the complete servicing are taken by me with the Customer(optional) and QC/Final Inspector to ensure the Competency and quality of the
- ❖ service are done on the vehicle.
- ❖ I was a monitor for the daily basis output from the bay capacity to the Delivery of vehicle

### **Achievement**

- \*President of HSC school
- \*Executive member of event organizing committee in CSVTU
- \*Work as a team leader in various program in collage
- \*Received "The Brainiac award " innovative ideas to business growth

### **DECLARATION**

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

Date:

(Signature)

Place:

GAJENDRA DEWANGAN

