***KAVINDRA GAURAV***

 *Village & Post- UMRARA*

 *Dist- Bulandshahar UP*

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| ***OBJECTIVE: -*** *I want to perform the duties, which will utilize, My full potential knowledge & skills for the satisfaction of my Spurious & sulrardinotes, which will up lift the regulation &Corporate image of the company & corporate zone & me also.***(JOB PROFILE) Works Manager –Service, Commercial/ Passenger vehicle** *April 2015 to Present)* **– Present M/s Izen Auto Agency- Noida**Service Operations / Dealer Management, * Technical Analysis, Troubleshooting, Technical support and Test Reports of vehicles -Engine and Gear Box and other Aggregates of the vehicles.
* Field test Analysis for earlier failure of failed components and reports RO
* Technical competence to understand and appreciate the salient features of the product.
* F2F with customers to grasp the field issues and identify resolution mechanism
* Be more customer oriented to understand even the micro needs of the end user
* Able to comprehend the various service issues, gather information and generate service reports
* Ensure problem resolution and customer satisfaction with minimum possible time
* Report to Head – Area Service Manager

**Customer Service:** Monitoring the CSI, while always strive to improve the same through regular feedback from customers.* Service Channel Expansion: Spearhead the expansion of service network, setting up service centers & imparting service training to achieve optimum service & spare part reach
* Warranty/ Claims Analysis: Analyzing the warranty failures and prepare a monthly MIS report stating all the warranty trends which led reduction in warranty costs
* Market Surveys: Close monitoring of product performance & feedback, customer expectation vs. product delivery.
* Spare Part Management: Maintaining the optimum stock level for the spare parts inventory & availability.
* Service Support: Organizing (Niddan & Mega Niddan, Disha PGO Meet) free service camps, customer meets, local mechanic training and others different promotional Activities.
* Market Penetration: Monitoring potential distributors for the smooth operations of sales and service activities.
* Dealers Profitability: Organizing training for dealers manpower with conformance to facility and system norms which reduces the lead time thus delivering the quality and productive service to the customers and also introduced various service schemes just alike LMC etc
* Dealer Up gradation: Developing , process implementing & improvement programs to upgrade the service standards.
* Piaggio service system/Dealer handling/Product handling for 0.6 and 1 tonner Mini truck 4 Wheeler
* Providing support to customer to minimum vehicle off road
* Owner/Driver Education program(deep focused on Vehicle installation)

**Training -: Piaggio, Regional Training Center Noida.*** 18 Days Training on Ape range 3Wheeler & 4W CRDI Tech. Regional Training Center Noida
* Piaggio service system, Engine, Gear Box, Body , Electrical system
* System & Process
* 3days Dealer handling, Customer care, CSI, Warranty Management.
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***A & A AUTO WHEELS PVT LTD-Noida, as Manager-Service from January 2014 to March2015*(Service Operations/Dealer Management)**

* *Area of Expertise: All Technical problem & technical Reports & handling total work of workshop & workers*
* *Job profile:- Attend technical problems of vehicles & prepare all technical Reports & Diagnosis of warranty parts & Instruction to the workshop .Explanation of job & cost to the Customer during vehicle delivery*

***SUMAN AUTOS Bajaj Auto Dealership as Works Manager –December- 2010 to December -2014****)*

*Job profile-Attend the all technical problem & technical Report & Warranty. Insurance claims & Handling workers Receive Customer & satisfaction Diagnosis & instruction to the workshop, Estimation of time & charges, Job, Amendments, Preparation of vehicle before delivery, Explanation of job & cost to the Customer during vehicle delivery,*

***Prj Enterprises Ltd Delhi*** *Two years( Jun2008 to dec2010)*

* + *Designation:- Service Engineer (trained by Bajaj Auto Ltd Aurangabad*
	+ *Area of Expertise :-Insurance claims& maintenance of the vehicle*

*Job profile:- Attend the vehicle all technical problem .Insurance claim Receive Customer, Receive vehicle, Floor in charge, Opening the job card ( As per the schedule & other job work ), Diagnosis & instruction to the workshop, Estimation of time & charges, Job, Amendments, Preparation of vehicle before delivery, Explanation of job & cost to the Customer during vehicle delivery, Post service follow-up to the customer.*

***WORK EXPERIENCE:*** *Ucal Fuel System Gurgaon One Year (1 Dec2006 to Dec2007) As Supervise in Q.A department*

 *Final inspection of finished product and report submission*

*Coronation with production & SQI department*

***WORK EXPERIENCE*** *:- Maxshop auto component ltd Manesar Gurgaon* ***for***  *Six months (15 Dec2007to Jun2008)* ***in*** *Quality department as trainee*

***EDUCATION***

* ***12th Pass from*** *U.P board Allahabad in 1st Division*
* ***Three*** *year’s diploma in mechanical engineering Automobiles from govt. polytechnic Jhansi (Affiliated board of technical education Luckhnow) in the year2005 with 1st division*

***Computer Knowledge:-****Basic Knowledge of computer ( MS OFFICE)*

***VOCATIONAL TRAINING****:-*

* *2 weeks summer training from Shri Hari autos pvt. Ltd. In the year 2001*
* *4 weeks summer training from Shri Hari autos pvt. Ltd. In the year 2003*

***Training:-***

* *Attended various training program on product , works manager, System & process , warranty management by Bajaj Auto – Pune & Piaggio vehicle Pvt ltd- Pune and Noida*

***STRENGTHS:-*** *Positive Attitude, Sincere & hard working*

 ***PERSONAL Details :-***

*Father’s name R.S Madhuker*

*Date of birth 26-07-1984*

*Nationality Indian*

*Marital status Married*

*Religion Hindu*

*Sex Male*

*Language Known Hindi& English*

*Hobbies Reading books & news paper*

*I do here by declare that the above information is correct of the best of my knowledge*

*Date-------- Kavindra Gaurav*

*Place--------*