



# MANU THOMAS

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## Professional summary

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Knowledgeable about overseeing facility operations, ensuring smooth daily functions, and maintaining safe and organised environment. Strong communication, problem-solving, and leadership skills honed through various roles. Ready to use and develop time management, team coordination, and operational oversight in facility supervisor role.

Seasoned professional in automobile service sector with focus on supervision and team management. Can drive productivity and performance improvements in any garage or service centre through honed leadership skills and in-depth understanding of automotive servicing processes. Known for fostering strong team environments and ensuring high-quality customer service.

## Work history

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November 2021 - November 2024	<b>Marian College Kuttikkanam</b> <b>Facility Supervisor</b> <ul style="list-style-type: none"><li>• Facility supervisor as a Cafeteria, Laundry and purchase.</li><li>• Cafeteria Management (Daily Operations, Food Quality, Staff Supervision, Inventory Management, Vendor Coordination, Cost Control, Customer Feedback)</li><li>• Laundry Management (Service Oversight, Equipment Maintenance, Staff Management, Quality Control, Inventory Control, Timeliness)</li><li>• Purchasing (Vendor Management, Budget Adherence, Record-Keeping, Quality Assurance, Market Research)</li><li>• Inventory Management: Maintain optimal stock levels for cafeteria, laundry, and other facility needs</li><li>• Proficient in driving all car models, including both automatic and manual transmissions.</li></ul>	Idukki, Kerala
October 2018 - October 2021	<b>I Win Solar Power Product</b> <b>Office Administration and Marketing</b> <ul style="list-style-type: none"><li>• Carried out day-to-day duties accurately and efficiently.</li><li>• Consistently arrived at work on time and ready to start immediately.</li><li>• Used critical thinking to break down problems, evaluate solutions and make decisions.</li><li>• Increased customer satisfaction by resolving issues.</li><li>• Served customers to drive sales and deliver top-quality experiences.</li><li>• Supported team by demonstrating respect and willingness to help.</li></ul>	Mundakayam, Kottayam, Kerala
August 2017	<b>Royal Bajaj</b>	Thodupuzha, Idukki, Kerala

-	<b>Service Incharge</b>	
August 2018	<ul style="list-style-type: none"> <li>Kept abreast with latest automobile trends to provide accurate advice to customers.</li> <li>Improved customer satisfaction by ensuring timely and efficient vehicle service.</li> <li>Handled administrative tasks such as billing and record keeping ensuring smooth operation of service centre.</li> <li>Maintained detailed records of all servicing activities conducted in the garage.</li> <li>Enhanced team productivity with regular training sessions on new auto technologies.</li> <li>Developed and updated internal guidelines.</li> </ul>	
August 2015	<b>Menons Mitsubishi Motors</b>	Nettor, Kochi, Eranakulam
-	<b>Automotive Service Advisor</b>	
August 2017	<ul style="list-style-type: none"> <li>Coordinated with suppliers for timely parts delivery, enhanced repair speed.</li> <li>Clarified doubts about repair estimates, fostered trust with customers.</li> <li>Delivered detailed reports on vehicle condition to customers.</li> <li>Adhered to all company policies whilst performing job duties.</li> <li>Managed vehicle repair schedules for efficient workflow.</li> <li>Maintained accurate records to ensure seamless service delivery.</li> <li>Inspected vehicles upon arrival, identified potential problems promptly.</li> <li>Helped clients understand warranty coverage, clarified any confusion.</li> <li>Suggested add-on services that would be helpful to customers and improve bottom line.</li> <li>Responded to customer requests with friendly, knowledgeable service and support.</li> <li>Resolved reported vehicle issues first time, achieving high customer satisfaction rate.</li> </ul>	
March 2014	<b>VTJ Hyundai</b>	Maradu, Kochi, Eranakulam
-	<b>Automotive Service Advisor</b>	
July 2015	<ul style="list-style-type: none"> <li>Inspected customer vehicles for wear, tear and damage from accidents.</li> <li>Drove vehicles to determine problems and test repairs.</li> <li>Assessed vehicle maintenance status and completed kilometre-based services, including changing out belts, filling fluids and replacing gaskets.</li> <li>Fit and replaced engines, understanding and following manufacturers instructions.</li> <li>Located and diagnosed engine faults.</li> <li>Maintaining positive customer relationships to ensure repeat business.</li> </ul>	
July 2013	<b>GEO MOTORS Mitsubishi</b>	Nettor, Kochi, Eranakulam
-	<b>Automotive Technician trainee</b>	
February 2014	<ul style="list-style-type: none"> <li>Ensured safety of vehicles by performing regular maintenance tasks.</li> <li>Used diagnostic equipment, identified mechanical issues swiftly.</li> <li>Tested new vehicles before delivery, ensured highest quality standards met.</li> <li>Maintained records of all services conducted for future reference.</li> </ul>	

- Cleaned and maintained workshop area for safety and efficiency.
- Carried out routine servicing and checks for optimal vehicular health.
- Replaced faulty parts to ensure optimal vehicle performance.
- Stayed updated on latest automotive technologies via professional development courses.

## Skills

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| • Safety procedure compliance          | • Route optimisation               |
| • Good and Strong communication skills | • Vehicle defect reporting         |
| • Problem solving                      | • Google maps navigation           |
| • Preventive maintenance               | • Vehicle and equipment safety     |
| • Safety awareness                     | • Payroll administration           |
| • Ability to work under pressure       | • Leadership                       |
| • Customer service                     | • Time management                  |
| • Reporting and documentation          | • Inventory procurement            |
| • Complaint resolution                 | • Engaging leadership style        |
| • Records oversight                    | • Facilities staff recruitment     |
| • Payment processing                   | • Hotel management                 |
| • Technical support                    | • Private facilities management    |
| • Cash handling                        | • Supply negotiation               |
| • Dedicated team player                | • Department management            |
| • Self-directed                        | • Attendance monitoring            |
| • Microsoft Office proficiency         | • Client support                   |
| • Strong interpersonal skills          | • Customer relationship management |
| • Reception                            | • Guest seating                    |
| • Materials management                 | • Beverage preparation             |
| • Billing                              | • Food handling and sanitization   |
| • Safety protocols                     | • Food preparation and safety      |
| • Customer interaction and engagement  | • Multi Tasking Position           |
| • Roadworthiness assessment            |                                    |

## Education

April 2014	<b>Engineering and Inspection Institute</b>	Kochi, Kerala
	<b>Diploma: QA/QC Mechanical Engineering</b>	
March 2013	<b>St. Mariam Polytechnic College</b>	Tirunelveli, Tamil Nadu
	<b>Diploma: Mechanical Engineering</b>	
March 2016	<b>NIOS</b>	Kerala
	<b>Higher Secondary : Humanities</b>	
March 2008	<b>AKJM HSS</b>	Kanjarappally, Kottayam, Kerala
	<b>Secondary School : S. S. L. C</b>	

## Languages

**English:**

Intermediate

**Malayalam:**

Advanced