

NIKI DEB

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Experience

- ELITE MOTORS PRIVATE LIMITED** JULY 2024 - PRESENT
SERVICE ADVISOR
 - Greet customers and gather vehicle information.
 - Listen to customer descriptions of vehicle issues and determine service needs.
 - Prepare service orders and explain repair or maintenance needs clearly.
 - Provide accurate cost and time estimates for services.
 - Communicate with technicians to relay vehicle issues and ensure work is done efficiently.
 - Keep customers informed about repair progress and any changes in timeline or cost.
 - Ensure all work meets dealership standards and customer expectations.
 - Coordinate vehicle pick-up and handle payment processing.
 - Maintain accurate records of services performed.
 - Promote additional services and products when appropriate.
- MARUTI SUZUKI INDIA LTD.** JUNE 2023 - JAN 2024
AUTOMOTIVE TECHNICIAN
 - Experienced in performing schedule maintenance diesel engine and associated equipment.
 - Diagnosed and repaired diesel engine and related equipments in a timely and accurate manner.
 - Utilized specialized diagnostic equipment and tools to diagnose and repair diesel engine systems.
 - Applied knowledge of hydraulic and pneumatic systems to service and repair of diesel engines.
 - Helped achieve company goals by supporting production workers.
 - Regularly worked 8 hours shifts both day and night on a rotain schedule.
 - Achieve coustomer standards and quality specifications
 - * LOCATION GURGAON PLANT, HARYANA. (CTC of 3.7 lakhs p.y)
- NORTH EAST EARTHMOVERS PRIVATE LTD.** SEP 2021 - MAY 2023
SERVICE ENGINEER
 - * Monitoring equipments
 - * Resolving onsite malfunction
 - * Conducting quality assurance and safety checks on all equipments.
 - * Delivering demonstration to ensure that coustomers are educated on safe and effective equipment use.
 - * Perform all servicing, maintenance and breakdown visits.
 - * Preparing and submitting service reports.
 - * Supporting coustomer through technical and working activities of vehicles.
 - * Demonstrating of all schedule maintenance, and work flow.
 - * LOCATION GUWAHATI, ASSAM (CTC of 2.2 lakhs p.y)

- MARUTI SUZUKI INDIA LTD.** JULY 2020 - AUG 2021
 AUTOMOTIVE TECHNICIAN (APPRENTICESHIP)
 * Inspected equipment for defects using measuring instruments.
 * Set up and monitored operation over 9 types of machines, Drills, Cutters and Millers.
 * Developed production tracking and quality control system.
 * Reduce down time by working quickly and maintaining the highest quality standard and to continuously monitor the process for continuous improvement opportunities.
 * Provide first rate customer service in the engine assembly department with detail and organized job through standards, IOS and works.
 * Regularly worked 8 hours shifts both day and night on a rotain schedule.
 LOCATION GURGAON PLANT, HARYANA (CTC of 1.8 lakhs p.y)
- MARUTI SUZUKI INDIA LTD.** JAN 2018 - DEC 2019
 AUTOMOTIVE TECHNICIAN (TRAINEE)
 On Job Training
 * Work independently producing quality product in an efficient time responsible for problem solving and doing whatever it took to complete jobs with.
 * Started machines.
 * Examined completed work pieces for defects.
 * Cut material according to work orders.
 * Check components operation visually and given instrument gauges.
 * Maintain and repair all machinery and equipment operate machines.
 * Adjusted settings to accurately complete task in accordance with EPA and OSHA guidelines.
 * Regularly worked 8 hours shifts both day and night on a rotain schedule.
 LOCATION GURGAON, HARYANA (CTC of 1.7 lakhs p.y)

Education

- VIVEKANANDA VIDYALAYA (S.E.B.A)** 2015
 Matriculation
- MARUTI SUZUKI TRAINING ACADEMY (N.C.V.T)** Jan 2018 - Dec 2019
 I.T.I in automotive manufacturing trade
- GULF TRAINING INSTITUTE (NCVT)** JAN 2020 - JULY 2020
 MOBILE CRANE, EXCAVATOR, BACKHOE LOADER OPERATOR

Objective

* Dependable and safety-oriented heavy service engineer, seeking roles in the field of work wich is relevant. * To utilize my skills in creating and implementing innovative as well as progressive ideas. * Willing to work as a key member of challenging environments. * Highly energetic having a keen aptitude for learning and productively applying new knowledge resourcesfully. * Focused and goal-driven with strong work ethics and commitment to offer quality work. * To secure a challenging position where i can effectively contribute my skills and innovative ideas to gain knowledge in the work oriented environment. To leverage CRM data to enhance customer satisfaction and retention through insightful analysis, personalized communication strategies, and data-driven decision-making. This objective highlights the key aspects: * CRM Data Utilization: Focus on using CRM data effectively. * Enhancing Customer Satisfaction: Aim to improve customer experience and satisfaction. Retention Strategies: Emphasize strategies for retaining customers. * Insightful Analysis: Stress the importance of data analysis in driving

decisions.

Skills

- COMMUNICATION, ATTENTION TO DETAILS, HAND TOOLS, TIME MANAGEMENT, RIGGERS, MECHANICAL SYSTEM, COORDINATION SKILLS, LEADERSHIP, HAZARD ANALYSIS, SALES, OPERATOR, CLIENT RELATIONSHIP MANAGEMENT, PROBLEM SOLVING, TROUBLE SHOOTING .
- CLIENT MANAGEMENT AND NEGOTIATING WITH CUSTOMERS.
- CAN SPEAK IN HINDI, ASSAMESE AND ENGLISH FLUENTLY

Languages

- Hindi, English, Assamese, Bengali

Personal Details

- Date of Birth : 09-04-1999
- Marital Status : Married
- Nationality : Indian
- Father name : Nitai Deb
- Present address : Laal Ganesh, Guwahati, Assam, 781032

CERTIFICATION

- POST GRADUATE DIPLOMA IN COMPUTER APPLICATION

Technical Skills

- Well versed in MS excel, Ms Word etc.
- Have efficient knowledge in internet and basic computer applications.

Declaration

- I hereby confirm that the information given above is true to my knowledge and belief.

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