



## **RESUME**

### **Tanjan Bose**

Mobile : 9830284581

Res : 033-26733876

E-mail: tanjan.2010@gmail.com

#### **CAREER OBJECTIVE**

Service Manager bringing 17 years of effective leadership, fostering team productivity, organizational profitability and operational efficiency. Works productively with vendors and insurance agencies to drive cost-saving initiatives. Effective at engaging and communicating at all levels of clientele and business to support sustainability and long-term customer retention.

#### **WORK EXPERIENCE**

Workshop Manager (EV dept) at KB motors pvt ltd , May 24 till date.

##### **Job Role :**

- Identified areas in need of improvement and developed plans to correct problems.
- Maintain collaboration with OEM regarding EV particulars.
- Maintained workshop activities in line with budget requirements.
- Updated policies to reflect changing demands and improve performance, quality and efficiency of workshop operations.
- Scheduled maintenance and repair projects to maintain optimal performance of all equipment and systems.
- Purchased and oversaw inventory of supplies, tools and equipment.
- Oversaw staff development through in-depth trainings, workshops, seminars and other learning opportunities.
- Developed monthly schedules and assignments for volunteer staff.
- Developed and implemented variety of innovative policies and strategies to promote client self-sufficiency.

- Coordinated individual referrals to obtain community services, advocated for client needs and resolved roadblocks.

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#### Job roles :

- Handled lost customer issues with confidence, to provide effective resolution.
- Pleasantly greeted customers and asked open-ended questions to better determine needs.
- Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
- Increased efficiency and performance by monitoring team member productivity and providing feedback.
- Investigated and resolved customer inquiries and complaints quickly.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Facilitated inter-departmental communication to effectively provide customer support.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

Workshop Manager at Premier Car world pvt ltd , February 22 till April 24.

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● Workshop Manager at Star India agencies pvt ltd , November 18 till February 22

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- Service Advisor at Topsisel toyota pvt ltd , April 12 to November 18

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- Workshop Manager at Rama Automobiles, Delhi ,January 2008 to March 12.

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## ACADEMIC QUALIFICATIONS

- Completed 3 years Diploma in Automobile Engg. from Bengal Institute of Technology on 2006 securing 68.4%.
- Successfully completed class XII in Science Stream from west Bengal Council of Higher Secondary Education on 2003

## COMPUTER EFFECIENCY

- Have knowledge on MS Ofs, Internet & AutoCAD (2d+3d)

## OTHER DETAILS

Date of Birth 18th September, 1985

Father's Name Late. Asoke Kumar Bose

Languages Known Bengali, Hindi, English

Permanent Address: C'Block P.O- BarabaheraDist-  
Hooghly  
W.Bengal 712246

Hobby **Solo travelling**

Like to explore unpopular places. Meet with local people, experience local food & culture.

## **Epic & Mythology**

like to read mythology & epic to find out  
our ancient history.

**Tanjan Bose**