

Purnendu Singh

Ganeswarpur, NH-5 post- Januganj, Via Remuna, Dist, Balasore,
Odisha 756019

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Objective

Automotive Technology Graduate with strong customer service skills seeking an Automotive Service Manager role. Aiming to use my knowledge of vehicle repair and maintenance to improve customer satisfaction and boost team performance." E

Experience

- Goenka Hyundai Meghalaya** 05/03/2021 -
Service manager
Adaptability and Flexibility
Negotiation Skills
Technical Knowledge and Expertise
Process improvement
Handling customer complaints
Empathy and Patience
Problem-Solving Abilities
Customer Service Excellence
Translating customers' repair problems into standard repair terminology etc.
Achieving labor target
Adaptability and Flexibility
Negotiation Skills
Technical Knowledge and Expertise
Process improvement Handling customer complaints
- Prova Ford ,Silchar Assam** 08/09/2018 - 01/03/2021
Asst manager
Problem-Solving Abilities
Customer Service Excellence
Translating customers' repair problems into standard repair terminology etc.
Achieving labor target
Adaptability and Flexibility
Negotiation Skills
Technical Knowledge and Expertise
Process improvement Handling customer complaints
- Singhi Hyundai, Silchar Assam** 29/03/2016 - 09/07/2018
Service Advisor
Communication Skills
Technical Proficiency
Problem-Solving Abilities
Team Collaboration
Customer Service Excellence
Translating customers' repair problems into standard repair terminology etc.
Achieving labor target

Education

- Prist University** 2015
B.Tech Mechanical engineering

Skills

- Customer Relationship Management Complaint handling Service follow-up CSI (Customer Satisfaction Index) improvement Communication & Coordination Inter-department coordination (sales, parts, warranty) Team leadership & motivation Sales & Upselling in Service Value-added services AMC / EW plans Insurance renewals

Languages

- English, Hindi, Bengali, Assamese

Personal Details

- Date of Birth : 23/06/1991
- Marital Status : Married
- Nationality : India
- Religion : Hindu
- Gender : Male
- Place : India