

ANKIT GUPTA

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- ★ Targeting assignments in **Technical Trainer After-Sales Service Operations / Maintenance Operations** with an organization of high repute in **Automobile & Auto-ancillary industry**.
- ★ Preferred Location: Delhi & NCR.

Key Impact Areas ~ After-sales Service Operations ~ Maintenance Operations ~ Spare Parts Management ~ Escalation Management ~ Process Improvement ~ Strategic & Service Planning ~ Dealership Management ~ Client Relationship Management ~ Team Building & Leadership

Profile Summary

A competent professional with **over 15 years** of experience in **After-sales Service Operations, Repair & Troubleshooting and Maintenance Operations across Automobile industry**

Proficient in **Service Operations** along with implementation of various techniques for improving the process operations and ensuring cost effectiveness

Expertise in monitoring & motivating the workforce to enhance their efficiencies & assisting them to deliver **quality services to clients**; spearheaded **troubleshooting in machinery** and resolved **all** technical issues Managed the **revenue generation** through sales of services and parts; monitored inventory of spare parts to enhance storage conditions, reduce expenses and control wastage

Skilled in addressing all **service related issues**, dealing with customer queries, **providing after-sales services and managing operations** with focus on profitability; ensured appropriate maintenance strategies are in place in line with the asset reference plan and maintenance reference plan

Focused & goal driven with strong work ethics, continuously striving for improvement along with commitment to offer quality work

Adaptable and quick learner with skills to work under pressure; effective communicator with excellent relationship building & interpersonal skills

Education

- ❖ **2009: Diploma in Automobile Engineering** from BSAITM, Vikaspuri, New Delhi, Academic Centre of L.A.S.E., Deemed University, Rajasthan with 63%
- ❖ **2004: Diploma in Automobile Engineering** from Institute of the Motor Industry, Chennai (VCET) with 82.5%.

Work Experience

- ❖ Jun'21 – Aug'21: Spinny Max (Valuedrive Technologies Pvt. Ltd.) Gurgaon as Assistant Manager.
- ❖ Jun'19 - Jan'20: Sequel Logistics Pvt. Ltd. Delhi as Regional Assistant Manager.
- ❖ Nov'13 - Jun'19: Aadya Shakti Enterprises, Delhi as Works Manager.

Previous Experience

- ❖ Mar'12 - Mar'13: Denso International India Pvt. Ltd., Delhi as Service Engineer
- ❖ Feb'10 - Mar'12: Mahindra First Choice Wheels Ltd., Delhi as Senior Service Engineer - North India.
- ❖ Jul'05 - May'09: Maruti Sales & Service, Delhi as Assistant Service Engineer.

Role

- ❖ Managed service operations with focus on implementing policies and procedures
- ❖ Spearheaded post-sale service operations ensuring customer satisfaction and business retention
- ❖ Supervised the spares management operations and ensured complete process of the dealer after-sales function as per company SOP's.
- ❖ Conducting technical trainings about the products to the existing team members/engineers as well as new recruits.
- ❖ Providing technical help to the field team so that they perform with excellence.
- ❖ Led major technical problems that occur in the vehicles at Maruti authorized dealerships based in Delhi zone
- ❖ Ensured that operations at the service points match the company's standards.
- ❖ Monitoring the post service activities like post service feedback, follow-up with the customers, service reminders and steered customer complaints call activities management as per superior customer service
- ❖ Enhanced customer satisfaction matrices through on-time deliveries of spare parts and monitored customer complaints & warranty issues.
- ❖ Evaluated the performance level of the service team for ensuring superior customer service and accomplishment of service.
- ❖ Conducted pre-delivery road test for vehicles to ensure defective vehicles do not reach the customer.
- ❖ Promoting service by planning & organising service camps, coordinating with OEMs.

Highlights

Played a major role in

- ❖ Enhancing service process compliance by conducting monthly service process and reviewing with dealer principles for gap areas.
- ❖ Conducting various service camps for recovering the lost customer and arranging the special service campaigns for dissatisfied customer.
- ❖ Ensured 100% product complaints received through the SCRs Service Complaint Report as well as warranty claims clearing within the estimated time.
- ❖ Maintained organisation quality as per the SOP's.

Personal Details

Date Of Birth : 31st January 1986

Languages Known: English & Hindi

Address : 256 B, Village Ronija, Tehsil Jewar, District Gautam Budh Nagar- 203209