



CONTACT

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📍 New Delhi, INDIA



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19 Years 0 Month of
experience

EDUCATION

● 2008

PG Diploma - Computers

Chhatrapati Shahu Ji
Maharaj University
(CSJMU)

Grade - 76%

● 2005

B.Tech/B.E. - Mechanical

Harcourt Butler Technology
Institute, Kanpur

Grade - 89%

● 2002

XIIth

Uttar Pradesh, English

Marks - 70-74.9%

● 1999

Xth

DK DUBEY

VICE PRESIDENT
OPERATIONS

PROFILE SUMMARY

With a formal background in Mechanical Engineering and Business Strategy, I bring over 19 years of proven success in Automobile After Sales & Services, including expertise in dealership customer relations. I am keen on transitioning into a role that combines my technical acumen with public relations in the capacity of HOD-After Sales. Having worked with OEMs AMW & TATA Motors, I possess the ability to effectively communicate with OEM teams. My extensive experience encompasses various aspects of After Sales & Service, including Automobiles, Training, Insurance, Finance, Siebel, and Customer Support. Furthermore, I have received Six Sigma Black Belt training for Body manufacturing, Environment, Health and Safety, Medical, Fire, and Hospitality.

WORK EXPERIENCE

2017 -
Present

● **Vice President Operations**
LANDMARK GROUP

- Orchestrated efficient and profitable operations as VP-After Sales, directing a productive staff to ensure customer and manpower retention, while effectively controlling workshop costs.
- Maintained meticulous equipment records and steered daily achievement of objectives and targets.

Uttar Pradesh, English

Marks - 60-64.9%

KEYSKILLS

national head-trainer

vp/gm

training management

corporate training

learning & development

Training Analysis

Implementation And Integration
Projects

Dealer Management

Dealer operations

Dealer management system


After Sales Service


Data analytics Business Analyst


Mechanical Maintenance

Automobile Components

CERTIFICATIONS

 GST Professional (60-
Days program)

 Six Sigma Black Belt
Certification

 Professional Master
Trainer

LANGUAGE

English

Hindi

Punjabi

- Scrutinized monthly, quarterly, and annual financial statements to ensure accuracy prior to sharing with upper dealership management.
- Implemented growth strategies in line with dealership objectives, meticulously assessing profit and loss and managing optimal spares inventory.
- Spearheaded the recruitment, hiring, and training of service staff, instrumental in devising cost-effective advertising campaigns to bolster service load and enhance dealership profitability.
- Analyzed, organized, and prioritized daily workflow through the implementation of a 1-9 and T1-T6 customer service system to enhance operational efficiency.

2016 - 2017 **National Trainer- ITI & ATI (MIS) Director General of Employment & Training**

- Secured a 10-month add-on program opportunity for PMKVY-2015.
- Conducted NCVT-MIS training program at All ATI Center for Govt & Pvt, focusing on the digital platform for technical trade courses.
- Assessed individuals with prior learning experience & skills, and provided a one-month training program of NCVT-MIS at WIPRO Centre, achieving certification for the participants.
- Successfully delivered the program at a national level, impacting 39,000 individuals.

2010 - 2014

General Manager After Sales Tanya Automobiles Pvt Ltd

- Analyzed breakdowns and implemented action plans to

French

HOBBIES

Play Chess

Work on Excel

SOCIAL LINKS

<https://www.facebook.com/dkdu bey0>

minimize downtime, resulting in a 15% reduction in overall breakdowns.

- Developed strategies for the sale of reconstruction engines, driving a 20% increase in sales within the team.
- Demonstrated expertise in selling Annual Maintenance Contracts (AMC) for TATA Motors Commercial Vehicles, expanding customer base by 30%.
- Proficient in assembling and disassembling 6BT Engine and 40, 50, & 60 Gear Box, contributing to resolving technical issues and improving plant maintenance efficiency.
- Resolved technical concerns for dealership within the assigned territory, ensuring streamlined operations and customer satisfaction.
- Managed customer complaints at the workshop, leading to a 25% increase in customer satisfaction levels.

2007 -
2010

Customer Support Manager TATA Motors Limited

- Managed dealership productivity and channelized workshop strength, analyzing breakdowns and implementing action plans to minimize downtime, which resulted in a 15% reduction in overall breakdowns.
- Developed effective strategies for the sale of reconstruction engines, leading to a significant 20% increase in team sales.
- Demonstrated proficiency in selling Annual Maintenance Contracts (AMC) for TATA Motors Commercial Vehicles, successfully expanding the customer base by 30%.
- Proficiently assembled and disassembled 6BT Engine and 40, 50, & 60 Gear Box, significantly

contributing to resolving technical issues and improving plant maintenance efficiency.

- Resolved technical concerns for dealerships within the assigned territory, ensuring streamlined operations and heightened customer satisfaction.
- Effectively managed customer complaints at the workshop, resulting in a notable 25% increase in customer satisfaction levels.

2005 -
2007

Service Engineer AMW Motors

- Conducted meetings with workshop managers to address field complaints and created a severity-priority chart to prioritize and plan the sequence of work.
- Collaborated with the respective dealer or area marketing manager to implement the action plan for resolving the reported issues efficiently.
- Coordinated with the company to arrange a mechanic for on-site assistance and provided guidance for timely completion of tasks, ensuring effective problem resolution.
- Identified and trained dealer mechanics, reducing workload and enhancing service quality.
- Spearheaded service camps organized by the marketing team, facilitating support for the dealers and enhancing customer satisfaction.
- Established and maintained strong relationships with dealers, offering guidance on stock management and spare parts inventory.
- Recorded all activities through the ERP system and documented corrective actions taken by the manufacturing team, ensuring a closed-loop process for consistent

improvement.

2014 - 2016 ● Chief General Manager- After Sales

Kirtikunj Automobiles Pvt Ltd

- Rejoined MSIL Dealer in Lucknow with enhanced roles focusing on MDS and MMS deployment.
- Coordinated MMS activities across multiple locations, ensuring adherence to FR Services and Minor PMS.
- Led a proficient team in addressing A+ Customer complaints and executing Minor PMS, resulting in significant improvement in customer retention.
- Managed consistent customer responsibilities while adapting to diverse customer criteria.

PROJECTS

GST Back End Training

61 Days

- Obtained accreditation from NACIN for participating in the GST Training Accreditation Programme
- Designated as a GST Master Trainer to deliver comprehensive training on GST Back-End and Front-End to department officers
- Successfully provided GST training to trade, industry professionals, and stakeholders
- Acted as an Approved Training Partner under the GST Training Accreditation Programme by imparting quality training
- Facilitated training sessions for various stakeholders to enhance their understanding of GST regulations and procedures

Certified National Trainer

396 Days

- Secured a 10-month add-on program opportunity for PMKVY-2015.
- Conducted NCVT-MIS training program at All ATI Center for Govt & Pvt, focusing on the digital



platform for technical trade courses.

- Assessed individuals with prior learning experience & skills, and provided a one-month training program of NCVT-MIS at WIPRO Centre, achieving certification for the participants.
- Successfully delivered the program at a national level, impacting 39,000 individuals.