

CAREER OUTLOOK

To be in a Good Position of a Fast-Growing Reputed Company where I can implement my Knowledge, Work Experience, Personal & Technical Skills to Accomplish the Goals of the Company and Myself. Looking forward to bright professional career, and scale new heights of success, within a short span through hard working.

PROFESSIONAL QUALIFICATIONS AND AFFILIATIONS

Knowledgeable and dedicated customer service professional with extensive 20 years' experience in industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success.

SKILLS

Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Confident and highly organized individual with more than 10 years working as Service Advisor in Automobile sector. Experienced in Microsoft office, with good multi-tasking abilities. Works well with members of public to deliver high levels of satisfaction.

- Scheduling
- Client Needs Assessment
- Records Oversight
- Appointment Setting
- Customer Complaint Resolution
- Product Knowledge
- Vehicle Maintenance
- Vehicle Inspection
- Insurance Knowledge
- Predictive and Preventive Maintenance
- Invoice Preparation
- Invoice Processing

WORK EXPERIENCE

April 2023 – Current

Service Head

Susee trucks Pvt Ltd – Dealer for Tata trucks and buses

Vellore, Tamilnadu.

- Managing all the service-related activities for three main branches & 5 container workshops.
- Directs and schedules the work of all employees.
- Establishes and maintains good working relationships with customers to encourage repeat and referral business.
- Monitors technicians' daily productivity reports
- Follows up on parts department orders to ensure parts availability.
- Monitors progress and completion of vehicles in the shop, ensuring that proper repair and safety procedures are followed.
- Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.
- Checks quality of completed work.
- Handles customer complaints immediately and according to dealership's guidelines.
- Monitors paper flow to ensure that all documents are accounted for, filled out completely and legibly and filed or distributed to the appropriate parties.
- Checking final billing for completed repair orders.
- Controls accounts receivables.
- Keeps abreast of new equipment and tools available and recommends purchases.
- Ensures that the work areas and customer waiting area are kept clean.
- Attends managers meetings.
- Maintains professional appearance.

February 2011 – March 2023

Assistant Manager

Ashok Leyland Ltd

Chennai, Tamilnadu.

- Manage field service team to provide optimum customer services.
- Develop workflow for the field service team.
- Assist in goal setting, skill enhancement and performance reviews activities for field service staffs.
- Investigate and resolve any issues resulting from substandard performance.
- Ensure company policies and procedures are followed by the team members.
- Provide training to service staff as needed.
- Provide support and guidance to service staff to ensure timely and quality customer services.
- Develop programs to improve technical and customer service skills of service staffs.
- Address customer enquiries, resolve issues and obtain customer feedbacks proactively.
- Identify and resolve employee concerns/complaints.
- Support service teams in achievement of service goals.
- Demonstrate outstanding customer service through maintenance of high quality and integrity at

work environment.

July 2008 – January 2011

Senior Engineer
Jayem Automotives Ltd
Coimbatore, Tamilnadu.

TATA Motors Engineering Research Centre -, Pune representing JAYEM Automotives Ltd, as a **Senior Service Engineer**

- · Manage service team to provide optimum customer services.
- · Investigate and resolve any issues resulting from substandard performance.
- · Ensure company policies and procedures are followed by the team members.
- · Provide support and guidance to service staff to ensure timely and quality customer services.
- · Develop programs to improve technical and customer service skills of service staffs.
- · Address customer enquiries, resolve issues and obtain customer feedbacks proactively.
- · Support service teams in achievement of service goals.
- · Assist in interviewing and hiring new professionals.
- · Ensure that the resources are properly trained to meet service objectives.
- · Help the field service coordinator in resource identification and planning.

ASHIRWAD AUTOMOTIVE (Hyundai - Authorized service centre)

Bodyshop Advisor cum Warranty co-ordinator
Coimbatore, Tamilnadu

- Directs and schedules the work of all body shop employees.
- Establishes and maintains good working relationships with insurance adjusters.
- Establishes and maintains good working relationships with customers to encourage repeat and referral business.
- Monitors technicians' daily productivity reports and corresponding payroll records.
- Gives fair estimates on costs and time required for body work.
- Follows up on parts department orders to ensure parts availability.
- Monitors progress and completion of vehicles in the shop, ensuring that proper repair and safety procedures are followed.
- Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.
- Checks quality of completed work.
- Handles customer complaints immediately and according to dealership's guidelines.
- Monitors paper flow to ensure that all documents are accounted for, filled out completely and legibly and filed or distributed to the appropriate parties.
- Prepares final billing for completed repair orders.
- Controls accounts receivables for body repair work.
- Monitors the maintenance of paint booths, frame straightening equipment, and other large fixed assets to ensure long-term usage and value.
- Keeps abreast of new equipment and tools available and recommends purchases.
- Ensures that the work areas and customer waiting area are kept clean.
- Attends managers meetings.
- Maintains professional appearance.
- Other tasks as assigned.

JAI KRISHNA AUTO SALES AND SERVICE (Maruti Suzuki india limited – Dealer)

Service cum Body shop Advisor

Coimbatore, Tamilnadu

- Ask customers to explain specific vehicle issues.
- Take detailed notes about symptoms based on customer testimony.
- Enters customer information into system database.
- Inspects vehicle to further analyze the problem.
- Advises customer on necessary repairs and maintenance.
- Draws up work order.
- Maintains electronic and/or paper records of completed service work.
- Explains the work completed by mechanics and makes suggestion for future maintenance.
- Inspects work completed by mechanics.
- Test drives vehicle before returning it to the customer.

ABT Maruti (Maruti Suzuki india limited – Authorized service centre)

Service Advisor

Tirupur, Tamilnadu

- Ask customers to explain specific vehicle issues.
- Take detailed notes about symptoms based on customer testimony.
- Enters customer information into system database.
- Inspects vehicle to further analyze the problem.
- Advises customer on necessary repairs and maintenance.
- Draws up work order.
- Maintains electronic and/or paper records of completed service work.
- Explains the work completed by mechanics and makes suggestion for future maintenance.
- Inspects work completed by mechanics.
- Test drives vehicle before returning it to the customer.

TRUE SAI WORKS

Supervisor and Service advisor

Salem, Tamilnadu

- Take detailed notes about symptoms based on customer testimony.
- Enters customer information into system database.
- Inspects vehicle to further analyze the problem.

- Advises customer on necessary repairs and maintenance.
- Assigns service to specific mechanic.
- Explains the work completed by mechanics and makes suggestion for future maintenance.
- Inspects work completed by mechanics.
- Test drives vehicle before returning it to the customer.

COMPUTER PROFICIENCY

Operating Systems

- Microsoft Windows

Software

- Word 2010
- Excel 2010
- Power Point 2010

LANGUAGES

- Tamil ●●●●
- English ●●●●
- Hindi ●●●●
- Malayalam ●●●●

INTERESTS & HOBBIES

- Trekking
- Listening music

EDUCATION

• Diploma, Mechanical Engineering

CSI Polytechnic college.
Department of technical education
Tamilnadu

Graduated, 1998
Marks 83%

• 10 +2

Government higher secondary school
State Board of education
Tamilnadu

Graduated, 1996

PERSONAL

Father: Mr. Dhasan
Birthday: December 20, 1978
Gender: Male

Marital Status: Married
Nationality: Indian

Address: 214/5, Babu Nagar
Marayur PO,
Kerala – 685620.

Declaration

I, D.Arockiadass, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

AROCKIADASS.D