



GOKULA KRISHNAN V

Service Manager

About Me

Experienced in the automobile industry with 10+ years of leadership experience in customer service and team management and skilled in problem resolution and customer satisfaction initiatives.



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40-A Mariamman Kovil Street,
Sathyamanagalam,
Erode-638401

Language

- Tamil
- English
- Germany (basic)

Expertise

- Management Skills
- Creativity
- Team Work
- Problem Solving
- Critical Thinking
- Leadership
- Revenue Generation
- Customer Satisfaction
- Time Management

Experience

Service Manager,

Skoda- SGA Cars India Pvt Ltd-Coimbatore

JAN 2024 TO TILL

- Created detailed performance reports to measure customer service success and areas for improvement.
- Managed and maintained the service desk, including leading team members and evaluating department efficiency.
- Improved operations by providing extra training for inefficient, underachieving staff.
- Coordinated meetings with staff to delegate tasks, communicate targets, and determine individual priorities.

Assistant Service Manager,

Volkswagen - Ramani Cars Ind Pvt Ltd-Coimbatore

JAN 2023 TO DEC 2023

- Maintained an organized and clean workshop environment, adhering to regulatory compliance and promoting efficient operations.
- Established and maintained strong relationships with customers, suppliers, and industry partners, contributing to business growth and sustainability.
- Developed and implemented strategies to improve workflow efficiency and reduce turnaround time on vehicle repairs.
- Conducted quality control checks on completed work, guaranteeing high standards of repair and customer satisfaction.

Service Advisor,

Volkswagen - Ramani Cars Ind Pvt Ltd-Coimbatore

APR 2016 TO DEC 2022

- Experienced at performing vehicle inspections and advising customers on the best solutions for their automotive needs.
- Maintained a high level of customer satisfaction by providing accurate information, timely service recommendations, and follow-up.
- Prepared detailed estimates for customers and managed invoices and payment records.
- Contributed to business growth by confirming that customers were satisfied with service and quality.

Customer Care Executive,

Maruti Suzuki - Ambal Autos-Sathyamanagalam

AUG 2015 TO MAR 2016

- Took ownership of enquiries, effectively handling any customer issues to ensure suitable solutions for customers.
- Implemented customer loyalty programs, increasing repeat business and customer retention rates.
- Analyzed customer complaints and feedback, developing strategies to reduce future issues.

Service Technician,

Honda- TVS Sundaram Honda-Coimbatore

JUNE 2014 TO JULY 2015

- Provided detailed explanations to customers regarding repair work, fostering trust and transparency.
- Directed recovery operations for breakdowns, providing timely assistance to stranded motorists.
- Analyzed and interpreted vehicle inspection reports prioritizing necessary repairs and maintenance tasks.
- Collaborated with team members to troubleshoot challenging technical problems, enhancing workshop efficiency.

Education

BBA- Bachelor of Bussiness Administration
Alagappa University- Salem
(2021 - 2024)

DAE- Diplama in Automobile Engineering
Nandha Polytechnic College - Erode

Hobbies

- Photography,
- Exploring new places
- Driving

Thanks & Regards

Gokulakrishnan V