

JASPREET SINGH

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Location: Delhi

An Automobile Professional with over 20 years of insight experience in passenger vehicles, Automobile After Sales Operations. After sales Business, Technical Training, Customer Satisfaction, Workshop Process and standards.

Resourceful at maintaining business relationship with vendors, other dealers and customers to achieve quality service norms by resolving their service related critical issues.

Academe

2005: GRADUATION FROM DELHI UNIVERSITY

2002: DIPLOMA IN AUTOMOBILE ENGINEERING

Personal Dossier

Date of Birth : 10th Feb 1981
Languages Known : English, Hindi & Punjabi
Location Preference : Delhi / NCR
Current Salary drawn : Rs.75K PM

Employment Scan

Organization	Description	Designation	Duration
Cars24 Service Pvt Ltd	Multi-Brand Operation Unit, Gurgaon	Service Head	May 2021 to Till Date
Malwa Honda	Honda Authorized Dealer, Sonipat	Service Manager	Jan 2020- Apr 2021
Cherish Honda Pvt Ltd	Honda Authorized Dealer, Delhi	Workshop Head	July 2017-Dec 2019
Ring Road Honda	Honda Authorized Dealer, Gurgaon	Works Manager	Sep 2011 – June 2017
Hyundai Motor Plaza	Hyundai Motors India Ltd, Delhi	Service Advisor	Nov 2009 – Aug 2011
Him Motors Pvt Ltd	TATA Motors Authorized Dealer, Delhi	Floor In charge	Dec 2005 – Oct 2009
Auto Links India Pvt Ltd	TATA Motors Authorized Dealer, Delhi	Team leader	Nov 2003 – Dec 2005

May 2021 to till date

Cars24 Service Pvt Ltd

Service Head

Key Deliverables

- Implementation of policies and standards as per the service guidelines.
- Ensure process and standard operating procedures as per service guidelines.
- Implementation of P&L policy and practice in house repairing
- Relationship management with vendors of OEM and OES.
- Coordinate with team members to ensure promised TAT of cars.
- Ensure Compliance with Manufacture Standards, Safety Protocol and Industry Regulation.
- Effectively manages employee productivity, store expenses and inventory.
- Collaborate with other Department to achieve business objective.

Key Deliverables

- ✎ Manage workshop team, Including Technicians, Service Advisor, and support staff.
- ✎ Ensure efficient workshop operation include Scheduling, Productivity and Quality.
- ✎ Implement and maintain high standard of Customer Service and Satisfaction.
- ✎ Monitor and Control workshop expenses, Including Labour, Parts Performance, VAS.
- ✎ Develop and Implement Process to Improve Workshop Efficiency and Productivity.
- ✎ Handles customer complaints, employee conflicts and daily operational problems in an even-tempered, fair and consistent manner.
- ✎ Follows daily opening and closing procedures accurately.
- ✎ Effectively manages employee productivity, store expenses and inventory.

OEM Dealerships**Business Development**

- ✎ Systematic reviewing & dutifully execution of KRA under Service & Parts Performance ensued in the achievement of the annual performance targets.
- ✎ Ensuring personal & regular visits of fleet customers.
- ✎ Tracking & recovering of the outstanding amounts from the credit listed customers.
- ✎ Driving of various schemes with OEM for potential outgoing customers for retention along-with to generate business opportunities.

Service Marketing

- ✎ Administrating fleet of Corporate Customers & Leasing Companies.
- ✎ Designed & fulfilled various schemes for turn up of post-warranty cars reporting at the facility.
- ✎ Initiating promotional activities for business mining from vehicles turning up for product upgrade.

Dealership Management

- ✎ Scrutiny of repeat complaints, religious implementation of the RCA analysis outcomes.
- ✎ Glade service core processes, warranty & other audits.
- ✎ Relentless liquidation of the non-moving stock & process construction for slow moving parts ordering.

People Management

- ✎ Handled a team of 200+ members.
- ✎ Appraisals & promotions of the team members based over various KPI's till the level of Unit Head.
- ✎ Conducting regular In-house trainings for skill enhancement of team.

Accomplishments:**Honda:**

- ✎ PM throughput 3500 cars (PM 2600/ GR 1000) monthly.
- ✎ Reduced the number of complaints by 10% every year with respect to the Service Load catered.
- ✎ Constant achiever of No.1 rank in North India-1 for the achievement of CS scores of 925/ KPI's.
- ✎ Highest selling dealers of ATW/ EW, Tires & Batteries in North region.
- ✎ Best North India outlet for selling of Oil, Tires & Batteries at all India Honda Annual Dealer Convention constantly for 2 years.
- ✎ Diagnostic Team & In-Dealer trainer scored Runners up position at International Level at Honda Thailand.
- ✎ Reporting to the management on a monthly basis through a structured review.

Honda:

- ✎ Handling Overall after Sales operation of Front end and workshop.
- ✎ Handles customer complaints, employee conflicts and daily operational problems in an even-tempered, fair and consistent manner.
- ✎ Manpower handling, devising incentive structure and technical training.
- ✎ No Escalated matter to HCIL.
- ✎ Played an important role in devising the strategies to liquidate the non-moving parts.

- ✎ Presenting status and discussing plans with senior management.
- ✎ Recruitment, coaching and development and direct supervision of the staff.

HMIL:

- ✎ Elevated to lead customer concern resolution department (Hyundai Motor India Ltd.).
- ✎ Contribute to incremental business generation for the dealership by pitching for parts, and VAS service.
- ✎ Take ownership of all customer complaints and drive resolution in coordination with relevant customer.
- ✎ As the owner of customer job order, regularly track progress of the repair job to ensure adherence to delivery time.

TATA Motors

Key Deliverables

- ✎ Plans daily activities of the workshop.
- ✎ Received and recording all incoming and outgoing jobs.
- ✎ Conducts professional repairs.
- ✎ Stores and monitors the workshop tools and equipment's.
- ✎ Supervise the repair process in the workshop area.
- ✎ Check the status of maintenance and repair work on vehicles.
- ✎ Evaluate all maintenance work to ensure that work is performed within established time frame.
- ✎ Provide assistance with repairs when needed.
- ✎ Troubleshoot maintenance problems and recommend corrective action by TATA

Accomplishments:-

Make a motivated team and build a healthy environment of work place, assessment of manpower knowledge time to time by mapping in-house test, and Give promotion accordingly, communicate the message from top to ground level.

Resolved customer complaint with a reported 98% satisfaction rate.

Optimized workflow and worker utilization to reduce inefficiencies by 19% and increase annual production by 11%.

Date:

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