

JEEVANANTHAM C

Service manager

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Professional Summary

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

Work History

SERVICE MANAGER, 12/2024 - Current

Ola Electric, Erode

- Overseeing all aspects of EV maintenance and repair services, ensuring efficient operations, managing personnel, and ensuring customer satisfaction.
- Managing day-to-day service operations for EVs, ensuring timely and efficient repairs.
- Implementing and maintaining quality control standards for service procedures and training.
- Demonstrating strong leadership and team-building skills.
- Establishing and maintaining follow-up with customers to ensure their satisfaction with the service experience.

FIELD SURVEY ENGINEER, 04/2024 - 11/2024

GREENTECH, Erode

- Frequently visited the sites and audit the Tower size and battery performance with record.
- Maintain the documentation related to inspection, servicing and minor repair performed on the Battery.
- Ensure resource availability and allocation to satisfy the service requirements of our clients.
- Report and escalate to company management as needed.

SERVICE ENGINEER, 04/2022 - 04/2024

FLEECA INDIA PVT.LTD, Erode

- Inspecting tyres on vehicles before and after installment.
- Performing tyre rotations, balancing, and other maintenance tasks.
- Providing excellent customer service.
- Following all safety protocols while working in the shop.
- Take notes of problems, making recommendations for major repairs or implementing minor repairs on the spot.

PRODUCTION & MAINTENANCE INCHARGE, 07/2016 - 06/2021

Shristi Processors, Erode

- Overseeing production related tasks including planning, control, troubleshooting and maintenance of machinery.
- Setting up production targets and achieving the same within time and cost parameters.

- Optimizing man & machine utilization to achieve preset production targets.
- Ensuring adherence to the various quality measures by maintaining appropriate requisite documentation/records.
- Monitoring the performance of team members to ensure efficiency in operations and meeting of individual & group targets.

Education

B.E/B.Tech: Automobile Engineering
Mahendra Institute Of Technology - Namakkal, 05/2013 - 06/2016

Diploma: Automobile Engineering
Pavai Varam Polytechnic College - Namakkal, India, 05/2011 - 06/2013

Skills

- AutoCAD
- MS office
- Staff motivation
- Goal setting

Certifications

07/01/16, Participation Award - Mini-Bike Design - National Level, Karpagam College of Engineering, Coimbatore

09/01/16, National level Technical Symposium - Archers 2k15, Mahendra Institute Of Technology

Personal Information

- Date of Birth: 05/04/94
- Gender: Male
- Nationality: Indian
- Marital Status: Married

Languages

English
Hindi

Tamil

Training

- 10 days, In-plant training, TNSTC-Salem, Undergoing In-Plant training in Road Transport Corporation.
- 365 days, Apprenticeship Training, TNSTC Salem, Undergoing 365 days of Apprenticeship Training program conducted by TNSTC, Salem. Monitor inventory as items are used, placing orders for replacements as they become necessary. Perform minor cleaning duties in the working environment to prevent accidents, as well as on customers' vehicles as requested.