**Mr. KAPIL RAMCHANDRA KHAIRNAR.**

Flat no.902,9th Floor, B Wing , Prabhav Avenu,

Pathardi Goan, Nashik-09.

Mobile: +91 9923642086

Email:kaps2089@gmail.com

**AUTOMOBILE SERVICE/ OPERATIONS MANAGEMENT PROFESSIONAL**

*Seeking challenging assignment at a managerial level as Service In charge spearheading operations in Customer support Service/ Project and Maintenance Operations across the Automobile industry with a growth oriented organization.*

**OBJECTIVES**

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment.

**PROFESSIONAL OBJECTIVES**

Through persistent hardworking, creativity and innovation, deliver the best result to the company.

**ASPIRATION**

To work like a PERFORMER & add value to each and every process I will be attached with for fulfilling my goals.

**OPERATIONAL EXPERTISE IN**

* *Strategy & Vision PlanningService operation  Service System Development*

* Vendor ManagementCustomer Relationship  Troubleshooting  Management*

* *Team Building & Management, Customer Service operation*

**PROFILE**

**Service Operations:**

**Works Manager:**

* Ensure Customer hospitality during their presence in their outlet.
* Guiding team for proper - Customer Communications -
* Guiding Customers for Periodic Maintains of the vehicle
* Capturing problems of the vehicle verbatim from the customer and resolve same.
* Allocating and confirming work through floor them(technicians)
* Give time slots for customers based on workshop load
* Circulate work orders to assign technicians for the customers vehicles
* Ensure reception and hosting customers on arrival at the lounge
* TEAM handling – Motivating and giving support to each team member to achieve their targets
* Ensuring Process implementation and execution through entire team
* Coordination amongst front-office staff
* Ensure - Post service follow-up, for service feedback
* SAP- hands on training to staff.

**PROFILE**

**Service Operations:**

**Warranty Manager:**

* Ensure the vehicle for warranty checkup.
* Guiding team for proper Vehicle Diagnosing and Inspection.
* Guiding Customers for Warranty as well as Periodic Maintains of the vehicle
* Allocating and confirming work through floor them (technicians)
* Selling service Packages for the business growth of workshop.
* Circulate work orders to assign technicians for the PDI as well as Warranty vehicles
* TEAM handling – Motivating and giving support to each team member (Sales and Service) to achieve their targets for selling service and warranty packages.
* Ensuring Process implementation and execution through entire team
* Coordination with all the staff including Sales and Service

**CAREER PROGRESS CHART**

* **Honk motors, Thane.**

 Work as a trainee mechanic for one year.

* **Automotive manufacturing Pvt. Ltd, Nashik:**

 Work as a Mechanic for one year in Bodyshop Dept.

* **Seva Automotive, Nashik:**

 Work as a service advisor from dated 16th Aug. 2008 to 15th Feb. 2011.

* **Mahindra First Choice services Ltd., Nashik:**

 Working as a Service Advisor from dated 21st Feb. 2011 to 21stSep. 2015,

* **auto world car care,**

 **MAHINDRA First CHOICE SERVICE LTD, (franchassie), Nashik**

 W.M. (wORKS MANAGER) – (OCTOBER 2015 TO 31 March 2017)

* **Shree Gurudatta Motors, Nashik**

Multi Brand Car Workshop,

 Owner from Dated 1stApril 2017 to1stMay 2020,

* **Mr. Automotive, Nashik**

Multi Brand Car Workshop,

 Warranty Manager from Dated 1stJun 2020 to 30 ,

**PROFILE**

Proactive professional, offering over 12 years of well - honed experience in SERVICE operations’ management encompassing Customer Interaction and satisfaction, Service Management and Service system development

**EDUCATION**

* **H.S.C.** from Aurangabad University, Aurangabad with **Second Division** in Feb 2005.
* **Diploma in Automobile (Mechanical)**from Abhinav institute, thane. With **Second Division**Dec. 2006.
* **Four wheeler mechanic** (C2K)from YCM University, Nasik.With**FirstDivision**inFeb 2007.
* **Automobile Mechanic**.FromITES Engg. & Vocational Exam Board, Mumbai.with **Second Division**
* **B.S.C Graduate** from Aurangabad University with **Second Division** in Feb 2010.

**ADDITIONAL QUALIFICATION**

Operating systems: windows 98, 2000, XP, vista, Windows 7.

MS Office, MS word. SAP.

**ADDITIONAL QUALIFICATION**

* Basic and advance training at MarutiReginalOffice,Pune.
* Clear L1, L2 leave training at Hyderabad.
* Clear Personal Effectiveness training at Igatpuri, Nashik

**PERSONAL DETAILS**

**Date ofBirth:** 20 November 1986.

**Marriage Status:** Married.

**Languages Known:**  English, Hindiand Marathi.

**DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge.

**Place: - Nashik**

**Date :-**   **(Kapil Ramchandra Khairnar)**

**DATE: 6 Jun 2022**

**To,Manager,**

**Nashik.**

**Subject: Application for the post of Manager.**

**Applicant: Mr. Kapil Ramchandra Khairnar.**

**Dear Sir/Madam,**

**I am Mr. Kapil Ramchandra Khairnar sending my application for the post of Manager. Please inform me for suitable opening in your organization.**

**Thanks & Regards,**

**Kapil R. Khairnar**

**9923642086.**