

# Curriculum Vitae

## Lokesh M

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### Professional Summary

Dedicated and customer-focused Senior Service Advisor with extensive experience in the automotive service industry. Proven ability to handle customer interactions, drive service revenue, and ensure operational excellence. Skilled in achieving key performance indicators (KPIs), maintaining OEM standards, and guiding teams to improve efficiency. Passionate about delivering top-quality service and enhancing customer satisfaction.

### Work Experience

#### Senior Service Advisor - Dakshin Honda, Mysore Road

*July 2023 - Present*

- Ensured adherence to SOPs and maintained service quality standards.
- Guided the team in improving weak KPI parameters through continuous monitoring and reporting.
- Played a key role in improving dealership performance and customer satisfaction.

#### Service Advisor - Volkswagen, Mysore Road

*Sep 2022 - July 2023*

- Achieved dealership targets and contributed to record-breaking revenue performance.
- Part of a team that achieved revenue targets before the 25th of the month.
- Topped individual revenue performance among service advisors.

#### Service Advisor - Dakshin Honda, Magrath Road

*Nov 2019 - Sep 2022*

- Progressed from a trainee service advisor to handling CSI customers.
- Consistently topped KPI parameters set by the OEM.
- Assisted in customer relations (CR) activities in the absence of the CR team and gained exposure to bodyshop operations.

#### Trainee Service Advisor - Lakshmi Hyundai

*Aug 2019 - Nov 2019*

- Started at the base level of service operations, gaining hands-on experience with the washing and floor teams.

### Education

**Bachelor of Engineering (Mechanical Engineering) - Atria Institute of Technology, Bangalore (2019)**

**Pre-University (PUC) - St. Claret PU College, Bangalore (2015) - 78%**

**SSLC (10th Grade) - St. Claret School, Bangalore (2013) - 83%**

## **Skills**

- Customer Service & Communication
- Vehicle Diagnostics & Repair Coordination
- Service Estimation & Invoicing
- Complaint Resolution & Customer Satisfaction
- Team Leadership & Mentoring
- KPI & Performance Monitoring
- Technical Knowledge of Automotive Systems
- MIS Reports & Data Analysis

## **Languages**

- English (Fluent)
- Hindi (Fluent)
- Kannada (Native)

## **Hobbies & Interests**

- Automotive Trends & Innovations
- Problem-Solving & Technical Learning
- Customer Relations Management