

RESUME

M. MANIKANDAN

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CAREER OBJECTIVE: -

Results-driven and versatile professional seeking a challenging role that leverages my exceptional leadership, teamwork, and problem-solving skills to drive business growth and success.

WORK EXPERIENCE: -

Company: Quality Auditor, Ford India Pvt Ltd, Chennai (Jun 2012 - Jun 2014) 2 Years.

Company: Sales & Service Manager, Kamatchi Amman motors Hero Showroom Melur (Oct 2015 - Sep 2023) 8 Years

Company: Service Manager, Jayavilas Sivaganga Hero Showroom Sivaganga (Oct 2023 - Dec 2024) 1.3 Years

Company: Service Manager, Bullmenn Royal Enfield, Coimbatore (Jan 2025- Till date)

ROLES AND RESPONSIBILITIES: -

Service Manager: -

Strategic Planning and Team Management: -

- Successfully maintained a high-volume (60+ Vehicles) floor with 8 active ramps, Supervised a team of: 3 Advisors, 3 Customer Care Executives (CCEs), 2 Parts In-Charges, 10 Technicians, 5 Assistant Technicians and 6 supporting staffs.
- Develop and set monthly targets for all key performance indicators (KPIs)
- Monitor and track daily targets and achievements to ensure progress towards goals
- Coordinate daily operational needs for the team to drive business growth and development, Monitor and control service costs, including labor, parts, and overheads

Sales Manager: -

- Achieve monthly, quarterly, and annual sales targets for two-wheelers.
- Lead, motivate, and train a team of sales executives to ensure they meet their targets.
- Build and maintain relationships with existing and potential customers to increase sales and customer loyalty.
- Ensure optimal inventory levels of two-wheelers and accessories to meet customer demand.
- Plan and execute promotions, events, and campaigns to drive sales and increase brand visibility.
- Provide regular sales reports, analyze sales data, and identify areas for improvement.

Warranty Management Expertise: -

- Proficient in warranty procedures, administration, and management
- Skilled in tracking warranty refund status
- Familiar with Standard Operating Procedures (SOPs) for warranty management
- Efficiently maintain and separate warranty materials in a designated area
- Ensure timely dispatch of warranty materials to the department concerned.

Inventory Management and Parts Procurement Expertise: -

- Proficient in generating and managing parts orders
- Experienced in purchasing and procurement of parts
- Skilled in dead stock liquidation and inventory optimization
- ABC analysis (categorizing inventory based on value) and XYZ analysis (categorizing inventory based on demand variability)
- FIFO (First-In-First-Out) inventory management principle".

Customer Complaint Resolution: -

- Investigated and resolved customer complaints in a timely and professional manner
- Ensured that all issues were addressed to the customer's satisfaction
- Prepared and submitted detailed reports to the Head Office for review and follow-up" I have

Expertise in Service Contracts and Insurance Management: -

- Proficiency in Annual Maintenance Contract (AMC) processes and renewals
- Experienced in handling insurance enrollments and renewals for customers
- Skilled in managing all types of renewals, ensuring timely and seamless execution"
- Successfully processed over 1,000+ accident vehicle claims over the past 9 years, demonstrating expertise and efficiency in claims management"

STRENGTH: -

- Human Resource Management: Proven expertise in manpower management and development.
- Team Leadership: Adept at motivating and guiding cross-functional teams to achieve common goals.
- Operational Excellence: Proficient in managing workshops, service campaigns, and process improvements.
- Personal Qualities: Hardworking, positive, and result-driven, with a strong focus on achieving goals through effective communication and experience.

Educational Qualification: -

NAME OF THE INSTITUTION	BOAR/ UNIVERSITY	QUALIFICATION	YEAR OF PASSING	PERCENTAGE OBTAINED
Bharathidasan University, Tiruchirappalli	University	B.B.A., BUSINESS ADMINISTRATION	2024	57%
Latha Mathavan Polytechnic Collage, Kidaripatty	Directorate Of Technical Education, Chennai	Diploma in Mechanical Engineering	2012	85%
A.P. Govt. Hr. Sec. School	Tamil Nadu State Board	12th	2009	56%
A.P. Govt. Hr. Sec. School	Tamil Nadu State Board	10th	2007	68%

Date:**Yours Faithfully****Place:****M. MANIKANDAN**