



MANISH PANCHAL

After Sales Manager

PROFESSIONAL SUMMERY

Highly motivated and focused-driven General Manager successful at implementing strategic approaches to drive profitability and sales. Recognized for performance excellence in operations and customer care. Strong ability to drive profits, control costs and achieve continuous process improvement. Successfully motivated, trained and developed team members to drive profitability in highly competitive environment.

OBJECTIVE

To Pursue a challenging career in the field of Automobiles with a total focus on Customer Service / Administration / Public Relations.

CONTACT

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D-4/5. Angaraki CHS, Plot No. 214,
RSC-32. Gorai II, Borivali (West),
Mumbai – 400092.
Maharashtra, India.

EDUCATION

Divyankar Education Institute

Mumbai, India.

2005 - 2006

H. S. C. from Maharashtra State Board of Secondary and Higher Secondary Education Pune. **1st Class.**

Advance Training Institute.

Mumbai, India.

1992 – 1993

Carried out Government recognized course to enhance my automobile knowledge.

- Servicing, Overhauling & Maintenance of Petrol Engine.
- Maintenance & Calibration of Fuel Injection Pump.

Fr. Agnel Trade School

1991 – 1992

One year Diploma course in Automobile.

Mumbai
"B" Grade

Sheth M. A. High School

1998 – 1989

S. S. C. from Maharashtra State Board of Secondary and Higher Secondary Education Pune.

Mumbai
1st Class.

WORK EXPERIENCE

Bhavna Automotive Pvt. Ltd. – (Ford)

Mumbai, India.

February 2021 – February 2022

General Manager

- Generated daily operational and sales reports for corrective action or continuous improvement.
- Hired, coached, and trained staff and monitored performance, and offered mentoring to junior team members.
- Empowered staff members to contribute to continuous improvement, quality and growth of company.
- Maximised compliance by auditing quality systems.
- Grew business by creatively driving service and maintaining cost controls.
- Promoted business profitability by tracking performance indicators and driving corrective action.
- Developed systems and procedures to optimise efficiency and quality.

PERSONAL DETAILS

DATE OF BIRTH:

09th December 1971

PASSPORT DETAILS:

Passport Number: V7166966

Valid Till: 02-02-2032

DRIVING LICENCE DETAILS:

License Number: MH02 20080249739

Valid Till: 08-12-2031

Authorized to Drive:

- Light Motor Vehicle (LMV)
- M/Cycle with Gear.

CORE QUALIFICATIONS

- Operations Management.
- Dealership Management.
- Employee Development.
- Vendor Relationship.
- Leadership & Team Building.

PROFESSIONAL TRAINING

- Done **Basic Training Course** of Maruti Vehicle from Maruti Udyog Ltd. Mumbai in 1994.
- Done **Advance Training Course** of Maruti Vehicle from Maruti Udyog Ltd. Gurgaon, Delhi in 1994.
- Done **Diagnostic Skill Training Course Level I** of Maruti Vehicle from Maruti Udyog Ltd. Gurgaon, Delhi in 1994.
- Done **N. I. S. Training** through M/s. Enpak Motors Ltd. for performance standards of Service Excellence in 1996.
- Done **N. I. S. Training** through M/s. Enpak Motors Ltd. for performance standards of Customer Handling Skills in 1996.
- Done **Diagnostic Skill Training Course Level II** of Maruti Vehicle from Maruti Udyog Ltd. Mumbai in 1996.
- Done **N. I. S. Training** through M/s. Enpak Motors Ltd. for performance standards of Supervisor Level II in 1997.
- Participated in **Diagnostic Skill Competition** held by Maruti Udyog Ltd. in Mumbai, **I stood 2nd for Western Region in 1997.**

Audi Mumbai West – (Audi)

Mumbai, India.

September 2016 – April 2019

Service / Quality Manager

- Closely monitored productions, ensuring product development stayed accurate and within company's high-quality standards.
- Developed effective quality control processes, designing based on current operational flaws and government regulations.
- Ensured customers received excellent service by going the extra mile to assist with needs, requirements and requests.
- Improved operations by providing extra training to inefficient, underachieving staff.
- Created various business strategies, designed to improve customer service, enhance growth and increase customer satisfaction.
- Coordinated meetings with staff to delegate tasks, communicate targets and determine individual priorities.
- Monitored department operations to identify inefficiencies and process flaws, promptly managing change.

Navnit Motors Pvt. Ltd. – (BMW, Mini, Rolls Royce) Sr. Service Manager

Mumbai, India.

February 2015 – September 2016

- Prepared orders to deliver excellent presentation and quality standards.
- Prepared timely and accurate financial reporting and analysis.
- Demonstrated consistent hard work and dedication to achieve results and improve operations.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
- Maintained clean, safe working environments to eliminate accident risks.
- Actively listened to customers to fully understand requests and address concerns.

Torrent Motors Pvt. Ltd. – (Nissan)

Mumbai, India.

March 2012 – February 2015

Sr. Service Manager

- Prepared orders to deliver excellent presentation and quality standards.
- Prepared timely and accurate financial reporting and analysis.
- Demonstrated consistent hard work and dedication to achieve results and improve operations.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
- Maintained clean, safe working environments to eliminate accident risks.
- Actively listened to customers to fully understand requests and address concerns.

FortPoint Automotive Pvt. Ltd – (Maruti)

Mumbai, India.

September 2010 – February 2012

Dy. General Manager

- Prepared timely and accurate financial reporting and analysis.

- Done **N. I. S. Training** through M/s. Mark Motors Pvt. Ltd. for performance standards of Works Manager in 1998.
- Done **Accent GTX Training** of Hyundai Vehicle from Hyundai Motor India Ltd. Mumbai in 2001.
- Done **Service Advisor Training & Features of W211** Course of Mercedes Benz Vehicle from DaimlerChrysler, Pune in 2004.
- Done **Maybach Basic Training** Course of Mercedes Benz Vehicle from DaimlerChrysler, Pune in 2004.
- Done **Service Manager Course** of Toyota from Toyota Kirloskar Motors, Bangalore in 2007.
- Done **e-CRB training** of Toyota New Electronic Progress Control Board System from Toyota Kirloskar Motors, Delhi in 2009.
- Done **Pre SOS training** for Nissan Service Operation from Renault-Nissan Automotive Pvt. Ltd, Chennai in 2012.
- Done **N-SOM** training for Nissan Service Operation from Renault-Nissan Automotive Pvt. Ltd, Chennai in 2012.
- Done **New Model Training** – Evalia from Renault-Nissan Automotive Pvt. Ltd., Chennai in 2012.
- Done **Warranty Training** from Renault-Nissan Automotive Pvt. Ltd., Mumbai in 2012.
- Done **Introduction to BMW Training** from BMW India at BMW training center at Gurgaon.
- Done **BMW Product Training** from BMW India at BMW training center at Gurgaon.
- Done **DMS training** on Time Management from BMW India at BMW training center at Gurgaon.
- Done **New 7 Series Training** from BMW India at BMW training Centre at Gurgaon.
- Done **Service Manager Training** from Audi India at Audi training Centre at Pune.
- Done **Warranty Training** from Audi India at Audi training Centre at Mumbai.

- Created plans and communicated deadlines to achieve targets on time.
- Identified issues, analysed information and provided solutions to problems.
- Maximised customer engagement and satisfaction by delivering excellent customer service.
- Achieved service time and quality targets.

Toyota Lakozy Auto Pvt. Ltd. – (Toyota)

Mumbai, India.

April 2006 – August 2010

Service Manager

- Ensured customers received excellent service by going the extra mile to assist with needs, requirements and requests.
- Improved operations by providing extra training to inefficient, underachieving staff.
- Created various business strategies, designed to improve customer service, enhance growth and increase sales.
- Directed team of service professionals focused on CSI, Annual Targets and workshop productivity.
- Maintained excellent customer service by promptly following up on complaints and requests.
- Handled customer complaints, such as TKM escalated and dissatisfied customers in a calm, efficient and effective manner.
- Achieved TSM Basic, TSM Advance & Kodawari certification for the dealership.

Auto Hangar (I) Pvt. Ltd. – (Mercedes Benz)

Mumbai, India.

June 2002 – March 2005

Service Advisor

- Received outstanding feedback for providing attentiveness and patience when assisting dissatisfied customers.
- Recommended additional, useful services to customers, which helped to increase overall sales.
- Immediately escalated incidents to remain compliant with the company's standard procedures and processes.
- Explained the amount for expected services and provided detailed answers to customer questions.
- Contributed to business growth by confirming that customers were satisfied with service and quality.
- Used technical manuals and repair documentation to plan and implement high-quality corrections to various owner issues.

Automac (I) Pvt. Ltd. – (Hyundai)

Mumbai, India.

October 2000 – July 2002

Works Manager

- Managed workshop throughput to accommodate up to 35 jobs being completed concurrently.
- Supervised, maintained, and replacement of workshop tools, equipment, and materials.
- Kept workshop operations in line with budget limitations and schedule demands.
- Planned and led training programs on staff development.
- Monitored and Implement team incentives and motivate staff.
- Maintain tools and equipment in proper calibrated and working condition.
- Monitor workshop productivity and technician utilization.

HOBBIES

- Reading
- Traveling
- Music
- Collecting information on Cars.

EXTRACURRICULAR ACTIVITIES

- Participated in various sports and won prizes in Carom, Badminton and Cricket.

LANGUAGES

Can Read, Write and Speak.

- English
- Hindi
- Gujarati
- Marathi


SKILLS

Customer Handling 

Team Building 

Leadership 

Management 

Operations 

Enpak Motors Ltd. – (Maruti)

Mumbai, India.

April 1993 – September 2000

Tr. Technician / Service Advisor

- Recommended additional, useful services to customers, which helped to increase overall sales.
- Immediately escalated incidents to remain compliant with the company's standard procedures and processes.
- Explained the amount for expected services and provided detailed answers to customer questions.
- Contributed to business growth by confirming that customers were satisfied with service and quality.
- Welcome people as they entered the facility and ascertained their needs by asking open-ended questions.
- Documented and scoped actions taken to resolve issues after service.
- Conducted test drives before and after repair services.
- Used technical manuals and repair documentation to plan and implement high-quality corrections to various owner issues.

REFERENCES

S. No.	Name	Designation	Company	Contact No.
1.	Mr. Hement Shirke	Regional Manager	Jaguar & Land Rover	+91 9167795355
2.	Mr. Rajesh Porecha	Vice President	Aarya Honda	+91 9870500666
3.	Mr. Milind Kuwalekar	General Manager	Audi Mumbai	+91 9930990104