

Curriculum Vitae

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Career Objective:

To obtain a challenging and rewarding position where I can leverage my strategic thinking, leadership abilities, and passion for driving revenue growth & to contributing to the success of a forward-thinking organization by building and leading high-performing teams, expanding market presence, and enhancing overall customer satisfaction.

Skills and Abilities:

- Strong communication, team management, and leadership skills
- Quick adaptability with a positive attitude towards challenges
- Ability to work across cultures and functions with confidence and observation skills

Details of Current Experience:

Name of an Organization	: KIA MOTOR INDIA
Post Held	: TSFAM
Role	: Technical Area Manager
Department	: After Sales
Period	: April 24 to April 25

- Technical Repair Assistance & KPI Monitoring, Providing support for KIA Vehicle range ,IC ,Diesel ,& EV's
- Escalation & Tracking of Field Concern for Counter Measure.
- Dealer Technical Manpower Availability & Evaluation.
- Providing OJT on Technical Concern, Process, Diagnosis methods etc.
- Warranty Analysis & Charge back
- Release Technical Bulletins to Dealers & Field Teams
- Weekly Conference on Technical Issue, Update etc.
- Ensure Completion of Campaign, OTS before Target dates.
- Liaise with RIPL Technical, Engineering, & Quality Teams
- Monitor Monthly KPI & Address Top Technical Issues
- Report New Failures to Technical Support HQ
- Monitor Weak Dealers & Create Action Plans
- Support Customer Connect Camps & Technical Info Deployment
- Plan Training & Manage Manpower Availability in Zone

Liability Cases Investigation

- Investigate cases involving manufacturer liability, such as non-deployment of airbags, and release official reports in coordination with the Engineering team and Renault Corporate experts.

Details of Previous Experience:

Name of an Organization : RENAULT INDIA PVT LTD.
Post Held : Deputy Manager
Role : Area Manager & Techliner (Handled Dual Role)
Department : After Sales
Period : Nov 17 to Till Sept 23

Area Manager - Service

I. ICSI Monitoring

- Monitor NPS internal CSI survey results.
- Drive initiatives to enhance NPS scores.
- Improve First Time Right Repair (F1) scores.
- Engage directly with customers to boost satisfaction and delight.
- Conduct soft skills training for CSI improvement.
- Monitor and work towards the reduction of ART (Average Repair Time).

II. Dealer Profitability

- Drive customer retention initiatives.
- Plan and execute service marketing strategies.
- Organize inbound and outbound service camps.
- Increase body shop inflow.
- Plan, promote, and monitor spare parts sales and off take.
- Grow allied business areas such as Extended Warranty (EW), Preventive Maintenance Packages (PMP), Roadside Assistance (RSA), tires, and accessories.

III. Network Management

- Scout for and onboard new channel partners.
- Support and coordinate with channel partners and the Dealer Development (DD) team.
- Manage SAR (Service Activity Rate) and dealer profitability.
- Conduct SOP and compliance audits, including DQAAR and ES Battery standards.

IV. Product Support

- Provide product quality feedback to the Technical Team for improvements.
- Update and implement service campaigns.
- Coordinate technical support between dealer staff and RIPL.

V. Training

- Conduct On-the-Job Training (OJT) for soft skills for front office staff.
- Conduct OJT for workshop staff.
- Plan training schedules and manage nominations.

Technical Support – After Sales

- Provided technical repair assistance and monitored KPIs to ensure dealer workshop performance through the ACTIS online portal.
- Supported dealer workshops by resolving critical issues, offering remote support for programming and immobilizer concerns, and intervening on-site when needed.
- Analyzed and approved warranty claims for customer vehicles reported on ACTIS, ensuring accurate and timely resolutions.
- Released technical bulletins and conducted weekly Cotech audio conferences to discuss critical cases and share essential updates with dealers.
- Managed warranty audits, monitored Rate of Return (ROR), and created action plans to improve dealer performance.
- Performed stockyard audits, ensured proper PDI operations in line with RIPL guidelines, and led recall and OTS operations for the West and Central regions.
- Coordinated training and ensured manpower availability, supporting regional efforts like Customer Connect Camps.

Liability Cases Investigation

- Investigate cases where in manufacture liability is involved such as Non deployment of airbag cases, Thermal Incidents and release official report in co-ordination with Engineering and Renault Corporate expert.

Details of Previous Experience:

Name of an Organization : HONDA CAR INDIA PVT LTD.
Post Held : Assistant Manager
Department : Sales
Period : March 17 to November 17.

Sales Training & Customer Relations (SSI): -

- Responsible for Dealer Sales Processes, DSSI Surveys, Handling Customer Complaints, Product Launch Training Programs, Content Generation, New Dealer Induction Program, Sales Process and Manpower quality Index.
- Delivered 1000+ hours of training across dealerships on new vehicle launches, sales processes, and product refreshers, improving sales team capability.
- Designed impactful training content for Honda and competitor vehicles with a focus on price-value comparison and strategic product positioning.
- Conducted market analysis and tracked competitor launches to fine-tune sales pitches and align product messaging with customer trends.
- Implemented region-specific training through Training Need Identification (TNI) and structured new dealer induction programs.
- Monitored dealer manpower performance using platforms like Delight and I-Training to maintain quality standards.
- Tracked and analyzed dealer performance KPIs, initiating corrective strategies to boost dealer sales and efficiency.
- Developed and rolled out localized sales strategies to drive revenue growth and enhance customer engagement.
- Led resolution of customer complaints and escalations, improving Dealer SSI (DSSI), Complaint Occurrence Ratio (COR), and closure timelines.
- Conducted monthly CRM reviews to assess and improve dealer performance on key customer satisfaction metrics.
- Consistently contributed to enhancing customer satisfaction, brand loyalty, and overall dealership performance.

Customer Relations

- Handling customer complaints and president level escalations
- Responsible for ensuring and auditing sales processes at the dealers
- Responsible for Dealer SSI score(DSSI), Complaint occurrence ratio (COR), Complaint closure days
- Planning monthly reviews of dealer CRM on key KPI's i.e. SSI ,COR & Closure days

Details of Previous Experience:

Name of an Organization : NISSAN MOTOR INDIA PVT LTD
Post Held : Senior Officer
Department : After Sales- Technical Support & Technical Training
Period : 15 Oct 12 to 5 March 17.

Technical Support (TECHLINE)

- Handle dealer queries through the Global Techline Support System (GTSS) and provide telephone support.
- Offer Level 2 support for Nissan, Datsun, and Ashok Leyland vehicles, addressing technical issues and concerns.
- Provide technical assistance for Renault India & Ashok Leyland vehicles, including Scala and Pulse, Stile, etc.
- Escalate field concerns to the TCS team for countermeasures and follow up on resolutions.
- Organize on-the-job training for addressing critical market issues and develop check sheets for diagnostic concerns.
- Offer online support for critical issues like ECU programming and coordinate with TCS and Bosch for diagnostic tools.

- Implement periodic maintenance processes in dealerships and support new model introductions.

Technical Training

- Conduct N-Step II training for HAI trainers, NMIPL new joiners, and internal teams, including ASMs and RSMs.
- Prepare training materials for new model introductions, such as the Datsun Go and CBU vehicles (X-Trail, Teana).
- Provide training for Ashok Leyland after-sales personnel on the Stile vehicle and emphasize the importance of PMS (Planned Maintenance System).
- Act as the training coordinator for nominations across various roles, including technicians, service managers, and service advisors.
- Ensure the availability of tools, equipment, and parts for training centers, and maintain training center resources.
- Oversee the implementation of PMS processes for Nissan and Datsun and manage training cars and facilities for various stakeholders.

Achievement:

- Certified by NML for N Step II Engine Course in Japan.
- Certified by NML for N Step II Electrical Course in Japan.
- Certified by NML for N Step II Chassis Course in Japan.
- Certified by NML for N Step II Common Rail Diesel Engines Course in Japan.

Details of Previous Experience:

Name of an Organization	: Toyota-Kirloskar Motors Pvt Ltd.
Post Held	: Officer
Department	: Technical Department (Customer Service Operations Division)
Period	: 03 Nov 2011 to 10 Oct 12.

Working in Section: NTL (National Technical Leader) & EDER (Early Detection Early Resolution)

- Handling Dealers and Customers Concerns.
- Genchi for Critical Concerns for Diagnosis of problem and to understand the cause of failure.
- Preparation of SKR (Service Kaizen Request) for TMC
- Preparation Of SKI for Dealers
- Providing technical support to dealers through FIFR Portal
- Follow up for Countermeasures on Technical Issues.
- EDER (Early Detection Early Resolution) Activity Management.
- Parts Recovery and study.
- Field Fix Activities for Critical concerns with QA.
- Releases of Technical Information / Service Bulletins to Dealers.
- Go & see Activity for Critical Field Concerns with QA.
- FI Rating & EDER weekly & Monthly Reports.
- Top Concerns Report to TMC.
- PDS Reporting and PDS dealer Ratings.
- IQS Related Activities.

Details of Previous Experience:

Name of Organization : Mahindra Navistar Automotive Limited
Post Held : Executive (Customer Care)
Department : Sales & Marketing (Service)
Area of Work : Customer Care & Spares, Product support.
Nature of Job : Customer Care Executive
(Product support / FEU / FE & Performance)

Worked On Projects:-

Field Evaluation Unit (FEU) operations.

- Provide product support in the field.
- Assist in product establishment and market readiness.
- Perform PDI (Pre-Delivery Inspection) and servicing of vehicles at dealerships.
- Manage and control fleet vehicles at the customer's site.
- Conduct vehicle performance and fuel economy tests.
- Carry out field trials, including comparisons with competitor vehicles.
- Troubleshoot vehicle issues and provide technical resolutions.
- Deliver technical training to drivers.
- Train dealer mechanics on service and repair procedures.
- Provide customer support during vehicle breakdowns.
- Inspect vehicles at manufacturing plants.
- Conduct retro fitment activities on vehicles in the field.

Onboard monitoring of FEU vehicles.

- Update vehicle status on a daily basis.
- Prepare and submit end-of-trip reports.
- Identify and highlight product issues.
- Enhance opportunities for collecting customer testimonials.
- Conduct periodic vehicle inspections and resolve non-conformities.

Product Support

- Assist with PDI (Pre-Delivery Inspection) and installation of vehicles.
- Compile PDI reports and escalate issues to the Technical Support team.
- Troubleshoot vehicles, repair failed parts, and handle breakdown cases.
- Evaluate and resolve technical problems; manage necessary failure investigations and reporting.
- Provide technical support for products, including conducting performance and fuel economy tests.
- Attend vehicle-level service training sessions and deliver training to drivers on product usage.
- Gather and communicate customer and driver feedback on product needs to the organization.
- Offer field support to customers in cases of vehicle breakdowns.
- Play a key role in product inspection activities at manufacturing plants.

Computer Knowledge:

- Office automation including MS-Word, MS-Excel, MS-PowerPoint,
- AutoCAD2004

Educational Qualification:

Completed Diploma in Automobile Engineering from MSBTE, S.N.D. Polytechnic College, Yeola, in July 2009, securing First Class with 62.58%.

Personal Memorandum:

Name : Manoj Nitin Jagtap

Son of : Nitin Laxmanrao Jagtap

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Nr DG School Kasarvadavli Ghodbunder Road
Thane West 400615

Marital Status : Married

Date of birth : 23rd June 1989

Mobile No : +91 9884017373

Languages Known : English, Hindi, and Marathi

Nationality : Indian

Gender : Male

Email Id : manoj7304@live.com

Hobbies : Long drives, Listening to Music, and Cricket.

(All above information given is true to my knowledge)

Date: 12th May 2025

Manoj N Jagtap