# Service Manager with An Attitude To Serve, with 22 Years Exp.

# Moses

### No: 4/15, New Street,

Sainathapuram, VELLORE

Tamilnadu India – 632001

Mobile no: - 9080502815

E-mail: - [kw\_deena@yahoo.co.in](mailto:kw_deena@yahoo.co.in)

### BRIEF OVERVIEW

* Proven track record of managing multiple responsibilities simultaneously.
* Skillful in focusing on **customer requirements** with proficiency at **leading staff** to a high level of performance.
* Started the career in the year 1996 as service personnel in industry and currently handling the Branch manager cum GM role at Shri Godalaya Motors, Chennai dealership of Mahindra and Mahindra for personal and Commercial segment vehicles.

### PROFESSIONAL EXPERIENCE

**M/S Shri Godalaya Motors – Chennai Jan – 2022 to Till date**

Promoted as a GM service from Schangalaya Motors to Shri Godalaya Motors - Chennai

Motors Authorized Dealers for Mahindra and Mahindra

**M/S Schangalaya Motors – Villupuram Sep – 2016 to Jan - 2022**

Authorized Dealers for Mahindra and Mahindra

Branch Manager cum Service manager

**M/S Sarvesh ford Pvt Ltd Apr 2016 – Sep - 16**

Authorized dealers for Ford India, automotive division products

Service Manager – Vellore Branch & Thiruvannamalai Branch

**M/S. JAINCARS & AUTO SALES PVT LTD, Oct 2010 – Apr 2016.**

Authorized dealers for Mahindra & Mahindra, automotive division products.

**Service Manager –Personal and Prosper SEGMENT**

Work Profile:

* Monitoring functioning of sub branches, as per company SOP’s.
* Handling of personal and prosper segment vehicles like Scorpio, Xylo, bolero, Logan and commercial vehicles.
* Close watch on CSI parameters.
* Guiding main branch and sub branch’s to achieve targets and get profits for their monitory inputs to their business.
* Guiding branch for making customer excellence.
* Resolving customer concerns.
* Giving inputs on increasing body shop business.
* Regular auditing sub branch in respect to process and procedures
* Monitoring quality of work done.

**M/S. SUSEE TRUCKS PRIVATE LTD., Jan 2008 – Sep 2010.**

Authorized dealers for TATA Motors commercial products**.**

* Worked as a and Asst. Service Manager**.**

**M/S. Mohammad Saleh & Reza Yosuf Behbehani Company - Kuwait Oct 2005 – Dec 2007.**

Authorized dealers for General Motors Company, Jeep, Subaru, Isuzu)

* Worked as a Body & Paint Department Workshop Controller**.**

**M/S. Behbehani Jeep Motors Company W.L.L - Kuwait Oct 2004 – Oct 2005.**

Authorized dealers for Daimler Chrysler Corporation)

* Worked as a Service Adviser & Time Controller

**M/S. J. P Electrical pvt Ltd 2001 – 2004.**

Authorized dealers for (BSNL Sub- Contractor (Class – iii)

Worked as a Site Supervisor

**M/S. Samco Metals & Alloy Ltd 1996 – 1998.**

Manufacturing company

Worked as a Electrical Act Apprenticeship & Company Trainee

**Role-** Shift duty maintenance of heavy a Tan Cranes, Zip cranes, 750 KVA melting furnace, Oil Furnace, Muller, Short Blast, Belt conveyor generator 1000KVA, 62.5 KVA.

EDUCATION

Sathya Collage of Engineering, Vellore

Diploma in Mechanical Engineering.-

Indra Gandhi University

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**Katpadi Industrial Institute, Vellore**

I.T.I Electrician, National Council for Vocational Training.

PROFESSIONAL DEVELOPMENT

* Attended Service Manager Training at Mahindra & Mahindra, Bangalore for XUVoo.
* Attended training program at Igathpuri 203 geino.
* Attended Service manager training Mahindra Bolero Refresh training at Cochin.
* Attended Training program at Tata Motors Pune, for winger.
* Attended Training program at Tata Motors Pune, for warranty.
* Attended Training program at Tata Motors Pune, for Electrical.
* Attended Training program at Tata Motors Namkkal for 909 Vehicle
* Attended service advisor program at Tata Motors SAP1, and SAP2, Chennai. Regional office.
* Attended service Manager Training for customer relations Management.
* Attended service Manager Dealer meeting at Chennai.

COMPUTER KNOWLEDGE

Proficient with the use of Auto CAD, **MS Office and Computer hardware,**

STRENGTHS

Strong Communication, Interpersonal and organizing skills.

* Keen learner and a strong believer in teamwork and Integrity.
* Excellent at stress management, time management and **people management**. Adaptable to change comfortably.

PERSONAL DETAILS

, Name : Arone Moses

Father’s Name : M. Arone

Date of Birth : 16.09.1976

Nationality : Indian

Marital status : Married

Language known : English, Hindi, Arabic & Tamil. Malayalam

Phone Number : 9080502815

Permanent Address : No.15/4. New street

Sainathapuram, Vellore Dist

Vellore – Tamil Nadu

India – 632001

**Passport Details:**

Passport Number : R9131161

Date of Issue : 08.03.2018

Date of Expiry : 07.03.2028

Place of Issue : Chennai

**DECLARATION:**

I hereby declare that all the statements made herein are true to the best of my knowledge and belief.

Date: 02/11/2022

Place: VELLORE yours sincerely

1. Moses