# N B Prasanna Giri

Assistant Service Manager – Automotive Service & Parts Specialist | 10+ Years in Ford, Royal Enfield, FCA

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## PROFILE SUMMARY

* • Automotive service professional with over 10 years’ experience across Ford, Royal Enfield & FCA (Jeep).
* • Skilled in spare parts & service operations, customer complaint handling, and team leadership.
* • Strong knowledge in CRM, KPI monitoring, FCR/TAT/CSAT metrics, warranty handling & vendor coordination.
* • Hands-on with fast-moving parts, customer satisfaction processes & reporting tools.
* • Proven communication and escalation management abilities across cross-functional teams.

## CORE COMPETENCIES

* • Spare Parts Management • Service Operations Leadership • Reporting & Documentation
* • CRM Handling • Complaint Resolution & Escalation • KPI & Warranty Monitoring

## WORK EXPERIENCE

## Assistant Service Manager – Jayaraj Karz (Jeep / Fiat / TATA) – Kumbakonam | Mar 2024 – Present

* • Oversee end-to-end service operations ensuring customer satisfaction and timely issue resolution.
* • Handle spare parts inventory, ordering, and coordination for process efficiency.
* • Lead service advisors, monitoring KPIs – TAT, FCR, CSAT.
* • Manage escalations, warranty cases & FCA campaigns.
* • Coordinate with OEM officials for training, audits, and quality checks.

## Spare Parts Manager / Service Manager – A.V. Motors (Royal Enfield) – Mayiladuthurai | Oct 2017 – Feb 2024

* • Led spare parts operations maintaining 95%+ availability and minimized stock variance.
* • Supervised service workflow and escalated key customer concerns to improve CSAT.
* • Oversaw claims, warranty returns, guided technicians on SOPs & technical updates.
* • Ensured alignment to OEM guidelines & supported dealership audits.

## Supervisor – Formel D India Pvt Ltd – Chennai | Feb 2016 – Jun 2016

* • Performed NDT (Non-Destructive Testing) in Engine Dept. for defect & repair identification.
* • Maintained quality documentation per industry safety standards.
* • Monitored flaw detection through VT, MPT, and dimensional checks.

## Trainee – Ford India Pvt Ltd – Chengalpattu | Oct 2013 – Oct 2016

* • Worked in trim, chassis and final inspection line.
* • Supported incoming/outgoing material checks & inspection.
* • Collaborated with QC teams to detect and correct production line defects.

## CERTIFICATIONS

* • Royal Enfield Spare Parts Manager Certificate
* • Certified NDT Level II – ASNT SNT-TC-1A (VT, MPT, DPT, RT, UT)
* • Typing Senior Grade (English)
* • Programming: C, C++ | Tools: MS Office, Photoshop, CorelDraw

## EDUCATION

* • Diploma in Automobile Engg., Shanmugha Polytechnic, DOTE – 2013 (84.75%)
* • BBA – Bharathidasan University – 2013 (52.3%)

## PERSONAL DETAILS

DOB: 01-Jun-1993 | Languages: Tamil, English, Hindi | Passport: Yes | DL: TN68Z0012500

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