

CURRICULUM VITAE

NANARAO.JAHAGIRDAR
A-1003 , Aangan Residency
Near Aagam Shopping
Complex , Canal Road , Vesu ,
Surat (Gujarat) 395007
Phone: 7875698969
E mail: nanarao_rj@rediffmail.com



Key Skills:

Team work, customer service, Decision Making, leadership, Vendor Management, Manpower Management, Fleet Management, Warranty Management, Service Marketing, Technical Diagnose, Body shop Management, Customer Care Management, Spare Part Management, Admin Management, Computer and communication Skills , AutoCAD , Revit , Structure

Academic Qualification

Higher Secondary School Certificate (HSC) From SKMPU Collage (Completed 1995) , Holealur Dist – Gadag (Karnataka)

Diploma in Automobile Engineer (3 year, completed in 1998) From B V V S Polytechnic, Bagalkot (Karnataka)

Professional Career

- 1) Worked in Monarch Cars Pvt Ltd (Chevrolet Dealership) as a “Service Manager” Since from Aug – 2015 To Jun - 2022**

Reporting to the CEO After Sales

Business

Review pending vehicles status daily & take action for readiness & delivery of vehicles. Review Job card pendency every day and take action for closure. Review workshop productivity Job controller every day. Follow up with parts for pending parts & arrange to prepare PR. Review Quotation pendency & engage with customer for advance negotiations, if required. For Body Shop vehicles – negotiate with insurance, get approval, arrange to complete the repair & follow up with insurance for approvals, if require Follow up campaign jobs & take action for early completion of campaigns. Make available necessary tools & equipment's to ensure timely delivery of vehicles. Raise request for maintenance or procurement of necessary Tools & equipment's.

Customer

Check Customer complaints referred every day & take action to attend & close the complaints. Share customer feedback with service team in the unit for corrective action. Attend & address visiting customer grievances & address their requirements. Attend Consumer Form cases on behalf of company. Get warranty approvals & submit warranty claims to warranty administrator. Ensure up-keep of front office/customer reception area & required amenities available for customer.

Revenue

Follow up every day billing trend & take required action for billing objective. Arrange to submit the credit invoices to Credit Control & review pendency. Review daily cash report & ensure there is no delay/pending in remitting cash to cashier, looking towards Revenues per car Labor and Spares

Admin & HR

Arrange to up-keep the facility update. Update attendance, Leave applications of Techies & staffs. Initiate & follow up for necessary disciplinary action against staff, if required.

2). Employed in SMS TAXI CAB PVT LTD as “SR, Executive – Operation – Fleet Maintenance” since from Apr- 2012 To July -2015

Job role: - Handling of fleet 2800 vehicle, handling a Team size 10 members and around 3000 Driver's . Maintaining the reports of Daily vehicle reported to various dealers and vendors. Supporting the Team whenever required on daily basis. Looking towards Driver's queries, responding there calls and need support to them. Preparing Daily Reports, Driver's Waivers and sending for process. Resolving the Driver complaints against vehicle.

Resolving the issue of Driver's who visit to the Office daily basis. Co-Ordination with other Dept and resolving the issues if any. Handling 5 different workshops for service repair of the vehicles which are visiting to workshop, Issuing job order, approvals and timely delivering. Follow the processes and systems related to Vehicle Maintenance & Cleanliness, servicing, Preventive Maintenance deliverables are executed as per the standards set , processes and systems related to Workshop, track the repair work given to external agency, analyze Maintenance down time and handle critical Maintenance & Breakdown Cases.

3). Employed in SILICON NISSAN, SURAT (NISSAN DEALER) as Asst. SERVICE MANAGER since from Jan- 2011 to Jul –2011

Job Role: Looking towards 1) Dealer initial set ups. 2) Tools and Equipments purchasing. 3) Guide the manpower to resolve the Technical Problems. 4) After sales Business: Monitor and control CS, Profit, Service shop performance and Service Retention. 5) Service Operation: Develop and implement effective daily Service Operation Process and support tool to backup daily service operation process. 6) Human Resource: Establish an effective organization through Develop and Implement systems to develop manpower and to motivate manpower. 7) Facility and Equipments: Facility meet the general requirements, All customer contact Area meet the requirements, All productive area meet the requirements, All tools and equipment meet the requirements, Establish future plan to implement facility and equipment based on business plan (UIO with vehicle sales forecast). 8) Service Marketing: Establish an Annual marketing plan, Develop and implement marketing programs.

4) Employed in Ichibaan Nissan , Hover Automotive India Pvt Ltd, Mumbai (Nissan Dealer) as a SERVICE ADVISOR since from Sep- 2009 to Apr - 2010.

Job Role: Receiving customer vehicles for service /repair jobs and open repair orders provides estimation, Provides detailed explanations on jobs to be carried out on vehicles. Provides a detailed explanation and technical justification for additional repairs with cost Estimates in addition to obtain approval from customer. Provides initial diagnosis of vehicle concern so that customer complaints must resolve FIRFT (Fix It Right At First Time) and the customer has positive ownership experience. Ordering of special parts which is available and follow up for the same and keep customers informed. Ensure adequate number of vehicles received (service order opened) and achieve budgeted target on revenue.

Promotes / Up - selling of value added services, tyres, accessories etc. to generate additional revenue.

Ensures that the communication flow is accurate and timely in between the customer and workshop.

Regularly monitor service orders (WIP) and ensure timely billing

.Regularly follow up with the Workshop Controller/ Supervisor on the vehicles. Updates customers regularly on the job progress to ensure active delivery of the vehicle at the promised time. Resolve the concern within set target time delivers exceptional customer service by exceeding customer expectations to achieve CSI

Employed in G.M.S.Motors, Mumbai (Volkswagen Div) as a SERVICE ADVISOR from Jan 2008 to Aug 2009 (Shifted to Ichibaan Nissan)

Job Role: Receiving customer vehicles for service /repair jobs and open repair orders provides estimation, Provides detailed explanations on jobs to be carried out on vehicles. Provides a detailed explanation and

technical justification for additional repairs with cost Estimates in addition to obtain approval from customer. Provides initial diagnosis of vehicle concern so that customer complaints must resolve FIRFT (Fix It Right At First Time) and the customer has positive ownership experience. Ordering of special parts which is available and follow up for the same and keep customers informed. Ensure adequate number of vehicles received (service order opened) and achieve budgeted target on revenue.

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5) Employed as Senior auto technician with Bin Hamoodha Automotive (Authorized Dealer G.M.C, CHEVROLET, HUMMER, OPEL and all GM vehicles), Alain, UAE from 2004 October to Nov-2007.

Job Role : Repair or replace worn and faulty parts (according to the job card) by removing assemblies such as engines, transmissions (clutch, gear box and differential), suspension system; dismantle them and check parts using mechanics hand tools, referring to manuals as necessary Reassemble, test, clean and adjust repaired or replaced parts or assemblies Use various instruments to make sure that the replaced/assembled/repaired parts are working properly and put them back into the vehicle Diagnose, repair and replace engine management/fuel injection components Raise vehicles, using hydraulic jack or hoist, to gain access to mechanical units bolted to underside of vehicle Reline and adjust brakes, align front end, repair or replace shock absorbers and solder leaks in radiator Perform such other duties as assigned by the Forman/Supervisor Carry out repairing and servicing of customers' vehicle in accordance to manufacturer/dealer's standards within the allocated time. Strictly follow the repair/maintenance process laid-down by the manufacturers and ensure that customer's vehicles are Fixed Right First Time and avoid repeat repairs. You must adhere to health and safety standards of the Company. Ensure efficiency and productivity targets are met or exceeded in order to achieve the target revenue.

6) Employed as senior Auto Technician with "Sai Service Station Ltd" Pune Maharashtra [Company is the authorized dealer for MARUTI SUZUKI Vehicles] . (Nov-1999 To Jun -2003)

Job Role: Repair or replace worn and faulty parts (according to the job card) by removing assemblies such as engines, transmissions (clutch, gear box and differential), suspension system; dismantle them and check parts using mechanics hand tools, referring to manuals as necessary Reassemble, test, clean and adjust repaired or replaced parts or assemblies Use various instruments to make sure that the replaced/assembled/repaired parts are working properly and put them back into the vehicle Diagnose, repair and replace engine management/fuel injection components Raise vehicles, using hydraulic jack or hoist, to gain access to mechanical units bolted to underside of vehicle Reline and adjust brakes, align front end, repair or replace shock absorbers and solder leaks in radiator Perform such other duties as assigned by the Forman/Supervisor. Carry out repairing and servicing of customers' vehicle in accordance to manufacturer/dealer's standards within the allocated time. Strictly follow the repair/maintenance process laid-down by the manufacturers and ensure that customer's vehicles are Fixed Right First Time and avoid repeat repairs. You must adhere to health and safety standards of the Company. Ensure efficiency and productivity targets are met or exceeded in order to achieve the target revenue.

TRAINING (MARUTI SUZUKI)

Attended Training program On Basic Training at Maruti Udyog Ltd RTC (Region Training Centre), Mumbai Attended. Training program On Advance Training at Maruti Udyog Ltd, Gurgaon

TRAINING (GMC, OPEL & CHEVROLET)

Attended. Training program On Astra H Technical Feature at General Motors, Dubai Attended. Training program On ESI & Sources of Information

At General Motors, Dubai
Attended. Training program On Tech 2 at General Motors, Dubai
Attended. Training program On Suspension & Alignment at General Motors, Dubai
Attended. Training program On Lumina/Caprice rear Axle service at General Motors, Dubai

TRAINING (VOLKSWAGEN)

Attended Training program On INTRODUCTION TO JETTA at Volkswagen India Pvt Ltd, Aurangabad.
Attended Training program On SAGA2 (warranty) at Volkswagen Group of sales India PVT Ltd, BKC, Bandra (E), Mumbai.

TRAINING (NISSAN)

Attended Training Program On N- SAP (Nissan Service Advisor Education Program) At Hover Automotive India P Ltd, Mumbai
Attended Training Program On CHS (Customer Handling Standards) At Hover Automotive India P Ltd, Mumbai
Attended Training Program On SOM (Service Manager) At NMIPL, Chennai

TRAINING (CHEVROLET)

Attended Training Program "Chevrolet Complete Care"
Attended Training Program "Understanding of Customer Enthusiasm"
Attended Training Program "Complete I CARE"

EQUIPMENTS HANDLED

TECH1 FOR ALL MARUTI SUZUKI VEHICLES
TECH2 FOR ALL GM VEHICLES
USING OF DIGITAL MULTIMETER
ALL WORK SHOP EQUIPMENT
CONSULT 3 FOR NISSAN VEHICLES.

PERSONAL DETAILS

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|------------------------|---|--|
| Name | : | Nanarao. Jahagirdar |
| Father's Name | : | Raghunatharao.Jahagirdar |
| Permanent address | : | Nanarao.jahagirdar At post: Holealur, Taluk: Ron, Dist: Gadag, State: Karnataka PIN: 582203 |
| Religion & Nationality | : | Hindu (Brahmin), INDIAN |
| Date of Birth | : | 19-09-1977 |
| Sex & Marital Status | : | Male, Married |
| Languages Known | : | English, Hindi, Kannada and Marathi |
| Driving License No | : | MH-14, B.D/S-10-2002/023935 |

DATE:

PLACE:

[Nanarao.jahagirdar]