

Pankaj Tyagi

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Seeking a Job preferably in Automobile Industry to work as a key player in challenging & creative environment, having experience in reputed automobile Industry & retaining the eligibility of independently handling the activities related to assigned territory.

PROFESSIONAL SNAPSHOT

- **10 years of experience in Service Operation.**
- **Presently working as a Service Advisor.**
- **Skill Set:** An effective team leader having good communication, interpersonal, team management skills with Comprehensive problem solving abilities, ability to deal with people diplomatically, Quick Learner, Enthusiastic, Sincere, Adaptive of Situation and willingness to learn.

AREA OF EXPERTISE

- To increase revenue of the company, co-ordination with concerned vendor's for **Quality** improvement measures based on **Customer Feedback**.
- **Coaching** with focus on effective implementation of Service core process.
- Continuous up-gradation/ improvement in the laid down systems/ processes & quality job to achieve maximum **National parameter score (NPS)**.
- Implementing services policies for ensuring accomplishment of work shop goals.
- Handling Customer Feedback/complaints related to service operation.
- Trainings – Soft Skill trainings.

PROFESSIONAL EXPERIENCE

CURRENT EXPERIENCE

Front office Manager – After Sales

Excel Skoda Cars PVT LTD.

(Location: Faridabad)

Jan 2024 to till date

Responsibility:

- Attending customer at the time of vehicle receiving at workshop and handover to respective service advisors as per there service schedule.
- Focus on NPS Score improvement & to maintain the consistency level. Achieved consistency level of **85% NPS among 7 Dealers.**
- Personally handling dissatisfied customers while there revisit to workshop by keeping proper track with Floor Manager & service advisor till the vehicle delivery.
- Analysis of repeat repairs, customer complaints.
- **Make a day plan for workshop Improvements.**
- Attending customer at the time of vehicle receiving at workshop and open the repair order.
- Advise customer about necessary service or repair for routine maintenance. Prepare a repair order showing time, cost and labour estimate for service. Identify mechanical problems by questioning to the customer or doing a visual inspection or road test.
- Write a brief description of the problem on the repair order to help the mechanic diagnose the problem.
- Explain the work performed and the charges to the customer. Handle Customer complaints

LAST ASSIGNMENT

Front office Manager – After Sales
Mobility for you Renault PVT LTD.

(Location: Okhla phase -1) April 2022 to Dec 2023

Responsibility:

- Attending customer at the time of vehicle receiving at workshop and handover to respective service advisors as per their service schedule.
- Focus on NPS Score improvement & to maintain the consistency level. Achieved consistency level of **85% NPS among 7 Dealers.**
- Personally handling dissatisfied customers while their revisit to workshop by keeping proper track with Floor Manager & service advisor till the vehicle delivery.
- Analysis of repeat repairs, customer complaints.

PREVIOUS LAST ASSIGNMENT

Warranty Manager – After Sales
Go auto sales Renault

(Location: Okhla)

March 2018 to March 2022

Responsibility:

- In 5 days claim submission. (Warranty)
- Extended warranty claim was submitted for same day.
- We have managed the rack with part also attached the tag on part.
- We dispatch the faulty part on head office.
- All report have done like labour and parts, pending report, claim report

PREVIOUS ASSIGNMENT

Advisor – After Sales

Go auto Sales Renault PVT LTD. (Location: Okhla) Jan 2016 to Feb 2018

Responsibilities:

- Advise customer about necessary service or repair for routine maintenance. Prepare a repair order showing time, cost and labour estimate for service. Identify a mechanical problems by questioning to the customer or doing a visual inspection or road test.
- Write a brief description of the problem on the repair order to help the mechanic diagnose the problem.
- Explain the work performed and the charges to the customer. Handle Customer complaints.

TECHNICAL TRAINING

- **Warranty Trainings**– sunrise from Faridabad.
- Self-Induction & Quality Care (Renault).

EDUCATIONAL CREDENTIALS

- **B.SC . -70% (U.P)**
- **Diploma from Chottu Ram Polytechnic Of Digital Electronics.**
- **Intermediate (12TH)- 70.50%(U.P.)**
- **Matriculation (10th)- 74%(Delhi)**

PERSONAL VITAE

Date of Birth : 10th feb. 1996

Permanent Address : H.No. 327, Gali No. -9, Ekta Vihar Meethapur Extn. Badarpur New Delhi-110044

Father's Name : Mr. Kamlesh kumar

(Pankaj Tyagi)