

PRADHAP RAJAN

+91-9578589822



pradhaprajanv@gmail.com



Annur,Coimbatore



Area Service Manager

SUMMARY

A competent professional with 10 years of experience in Automobile Service Operations, After Sales Support and Warranty Management. Deft in handling all service-related issues, handling customers, providing sales & after sales services; proficient in leading dedicated teams for the timely achievement of targets. Expertise in managing operations with focus on profitability by ensuring optimal utilization of resources. Proficient in exploring and developing new markets, accelerating business growth & thereon achieving desired goals.

EDUCATION

Adithya Institute Of Technology

BE - Mechanical Engineering (2010 - 2014)

SKILLS

- After Sales Service
- Dealer Development
- Warranty Management
- Customer Satisfaction
- Team Handling

CERTIFICATIONS

- Fundamentals Of Electrical Systems and Architecture
- MATLAB Basics

PERSONAL DETAILS

Father's Name: Rajan.V
Marital Status: Married
Date Of Birth: 02-11-1992
Address : 6/15A Sirumugai Road, Annur,
Coimbatore - 641653

PROFESSIONAL EXPERIENCE

Area Service Manager

Srivaru Motors Pvt Ltd | 2024 - Present , Coimbatore

- Developing and implementing a marketing plan to attract new business and retain existing customers
- Managing customer relationships, resolving complaints, and ensuring customer satisfaction
- Analyzing workshop data and trend monitoring for customer retention
- Identifying areas for improvement and implementing strategies to increase revenue and profitability

General Service Manager

Eagle Motor (Royal Enfield Dealer) | 2018 - 2024 , Gobichettipalayam

- Deft in handling all service-related issues, handling customers, and providing after-sales services; proficient in leading dedicated teams for the timely achievement of targets.

Service Manager

Jaisakthi Motorss (Suzuki Motorcycle Dealer) | 2016 - 2018 , Sathyamangalam

- Leading and managing the service department ensuring service delivery and customer satisfaction
- Monitoring service metrics and analysing customer feedback to identify areas for improvement and implement corrective actions.

Service Advisor

Peak Automobiles (Suzuki Motorcycle Dealer) | 2014 - 2016 , Gobichettipalayam

- Build Relationships with Customers
- Advise customers about warranty protections and potential cost savings
- Explain Importance of the vehicle's periodic maintenance