###### PRASHANT P. PATIL

###### Prashant83\_p@rediff.com

Mobile: 9594231886

**Profile -** A challenging determined in Automobile Engineering with good technical and communication skill and ready to work both independently and as a member of a team, utilizing the skills acquired during my course and experience.

**Career Objective** - A career in Automobile engineering position, that provides opportunities for personal and professional development as well as to contribute to the organizations effectiveness in order to take the company to the top position where ever I work.

# Personal Details:

Date of Birth 7th May, 1983

Sex Male

Marital Status single

Phone 9594231886

Father’s Name Pandurang Patil

Languages English, Hindi, Marathi

Domicile Hindu

Nationality Indian

Address Room # 102, A wing Chandresh Mandir, Lodha Heaven, Near Jain

 Mandir, Nilje, Dombivali East

## *Academic Qualifications:*

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| --- | --- | --- |
| **Degree / Qualification** | **Year** | **Percentage** |
| **DAE** [Mumbai University] | 2004 | 61.00% |
| **SSC**[Mumbai Examination Board] | 1998 | 54.00% |
|  |  |  |
|  |  |  |

*Job Profile Details:*

**• ORGANISATION I : - TATA MOTORS**

 **FORTUNE CARS PVT LTD.**

{Authorized dealer in sales & service for TATA Motors passenger cars}

Period: Mar 2004 –May 2007

Designation: - Technician / Service Advisor

Department: - Service

Responsibilities: -

 **As a Technician**

 **\*** To look after TATA Motors passenger cars for major & miner services.

 \* Experience in Engine o/h of Indica, Indigo, Sumo, Safari

 \* Experience in Transmission o/h of Indica, Indigo, Sumo, Safari

**As a Service Advisor**

 **\*** To look after Customer Concern & taking Final Trail of Vehicles.

 \* Attend the Morning Meeting with Service Manager, Gen. Manager & Team Leader

 Regarding to pending Customer Concern, workshop issues.

 \* Direct interact with Customer : -

 1} Explain which kind of work should be carried out on their vehicle

 2} Taking approval for the same job.

 3} Explain total estimate.

 4} Taking final trail with customer**.**

 \* Advanced training attend through Fortune Cars.

 a) Advanced training for CRDI Engines {for Safari Dicor} in Pune

 b) Fiat Motor training in Ranjangaon plant, Pune

 c) Professional service Advisor training, in RTC

 d) Training for SIBEL {TATA Motors Dealer Management System}

e) Attend Personality Development Traning , RTC

**ORGANISATION 2 : -**

 **FORD MOTORS**

**( Bhavna Ford )**

{Authorized dealer in sales & service for FORD Motors passenger Vehicle}

Period: - June 2007 – Aug. 2008

Designation: -Service Engineer

Department: -Service

\* To look after Customer Concern & taking Final Trail of Vehicles.

\* Attend the Morning Meeting with Service Manager, Floor Supervisor & Technician regarding to Customer Concern, workshop issues.

 -

 1} Explain which kind of work should be carried out on their vehicle

 2} Taking approval for the same job.

 3} explain total estimate.

\* Advanced training attend through BHAVANA FORD

 a) Professional Service advisor tanning.

 b) Training of AUTO DEAL ( FORD Dealer Management System)

**ORGANISATION 3 : -**

 **LAKOZY TOYOTA**

{Authorized dealer in sales & service for Toyota Motors passenger Vehicle}

Period: - Sep 2008 – May 2010

Designation: -Service Engineer

Department: -Service

\* To look after Customer Concern & taking Final Trail of Vehicles.

\* Attend the Morning Meeting with Service Manager, Floor Supervisor & Technician regarding to Customer Concern, workshop issues.

 -

 1} Explain which kind of work should be carried out on their vehicle

 2} Taking approval for the same job.

 3} explain total estimate.

**ORGANISATION 4 : -**

MERU CABS INDIA PVT LTD

Period: - June 2010 – May 2012

Designation: - Service Engineer,(Depot In charge)

Department: - Fleet

Responsibilities: - Handling fleet of Meru cabs in Depot.

*As Depot Incharge;-*

Handling meru cabs fleet in depot

1. Handling team of 10 persons in depot,
2. Daily roaster of depot team.
3. Handling Petty cash for depot,
4. Attending Meru drivers for vehicle related queries
5. Daily report of depot cabs
6. Attending meru cabs break down,
7. Daily ready cabs reporting to head office

**ORGANISATION 5 : -**

AUDI MUMBAI SOUTH

{Dealer in sales & service for Audi motors passenger Vehicle}

Period: - June 2012 – Nov 2013

Designation: -Service and body shop engineer

Department: -service

\* To look after accidental vehicle make estimate & coordinate with insurance company.

\* Interact with Customer: -

 1} Explain which kind of work should be carried out on their vehicle make total estimate

 2} Explanation of liability to customer

 3} explain total estimate to customer

 4} coordination with insurance surveyor as well with customer for delivery of vehicle

**ORGANISATION 6:-**

ICS Assure Services Pvt. Ltd.

(Investigation and Verification of Motor Accident Claims)

Period: Dec 2013 to Oct’2016

Designation: Motor Claims Manager

Department: Motor Investigation

* Handling team of field engineers for pan India.
* Allocating Plan of action as per the case requirement.
* Taking follow-up from the field officers, Insureds, Clients.
* Handling Motor accident and health claims of HDFC Ergo, Bajaj, ICICI, Future Gen.
* Making Final Reports after procuring all the accident related In-formations from the field officer along with the team of doctors.

**ORGANISATION 6:-**

Hexaware Technologies PVT LTD

Joining Date : Oct’2016 to till date

Designation: Team lead

Department: H&I

* Handling online automobile claims for North America
* Daily reporting to client on claim adjudications
* Training New joiners and taking monthly and weekly test
* Making of daily production report of team
* Communication with client and agents on errors
* Making monthly VPA and expenses for the team
* Six sigma yellow belt certified
* 22 Brain box ideas in the year of 2024
* 1 Client value add for the year of 2024
* 4 US Client appreciation for capturing financial claim frauds.

*MOSTLY INTRESTED:-*

\* Automobile trouble shooting

* Learning new things.
* AI in automobile.

*Strength:*

* Working in a Team.
* Eagerness to Explore and Learn.

I hereby declare that all the details are true to the best of my knowledge,

 Prashant P. Patil