

PRATHAMESH ANKUSH HIRE

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OBJECTIVE

Automobile Engineering with 8+ years of experience in Service Advisor, willing to serve customers against their vehicle requirement and guidance to maintain its performance at optimum level of experience while driving without any hesitation.

SKILLS

Technical Skills Soft Skills

Vehicle systems: Engine, Transmission, Brakes, Suspension, HVAC, Troubleshooting, fault codes.
Communication: Clearly explaining technical information to customers and educating.
Time management: Prioritizing and managing multiple service appointments.
Sales and marketing: Promoting service and products, and loyalty programs to customers, driving sales growth and customer retention which leads to revenue generation.

Software and System Proficiency: Dealer Management System (DMS), CTDMS, ICROP, ORBIT 2.0, DPOS, MS-excels, GDMS 2.0

EXPERIENCE

Northview Cars Pvt. Ltd - HYUNDAI

September 2020- Till Date

Role Name

Personal Mobility Advisor

- To ascertain automotive problems and services by listening to customer's description of symptoms;
- Greet customers when they arrive at the service center and serve as the primary point of contact for customers, addressing their concerns, and providing personalized service.
- Analyze customer requirement, inspect vehicle and recommend necessary repairs or maintenance services.
- Prepare accurate estimates, including labor costs, parts, and taxes, ensuring transparency and customer understanding

Clarifying description of problems; conducting inspections; taking test drive; checking vehicle maintenance records

Achieved 96% growth for CSI using Post service follow-ups, and arrangement of Home visits for any concern resolution.

Acquired Constant Satisfaction feedback by taking Joint trials which led to 98% of improvement in Customer experience.

- Promote services, specials, and loyalty programs to customers, driving sales growth and customer retention.

Madhuban Motors Pvt Ltd – TOYOTA

April 2019 - September 2019

Role Name

Service Advisor

- Preparing repair orders(RO) by describing symptoms ,problems and causes discovered, as well as repairs and services required; obtaining approval signatures; entering RO into service database. Probing Open & closed ended Questions.

JMD Auto India (P) Ltd - SKODA

July 2016 - March 2019

Role Name

Service Advisor

- Maintaining Customer rapport by probing on concerns. Explaining estimates and expected return of vehicle.
- Obtaining customer approval on estimates; via signature/email; obtaining and providing contact numbers and mail ids.

Role Name

Service Advisor

- Greet customers, listen to concerns, and diagnose vehicle issue. Provide accurate estimates, explanations, and recommendations for repairs.
- Coordinate with technicians to ensure timely and quality repairs. Communicate repair status, costs, and warranties to customers.
- Collaborate with management to achieve customer satisfaction goals.

EDUCATION

Diploma in Automobile Engineering, Mumbai University 2013 - 2016

Relevant Coursework: Basic electrical and electronics, Engine, fuel, lubrication, Emission system, Aerodynamics, Transmission, steering, suspension and braking system.

Automobile Engineering vocational, Mumbai University 2013 - 2014**Diploma in Computer Technology**, Shivaji University [MSBTE] 2009 - 2013**Secondary and Higher Secondary Education** - Mumbai University 2008**Certificates and Trainings**

- Certified Master Service Advisor from Hyundai Motor India
- Certified Service Advisor from Hyundai Motor India
- Service Advisor Level Training (SAP) – LEVEL 1,2 ,3 HMIL

Short Project .Automotive service Technician. Conforming to National Skill Qualification [ASDC]

EXTRA-CURRICULAR ACTIVITIES

- A Basic level training program on newer technologies in Diesel & Gasoline systems at Regional Training Center , Pune -BOSCH

I hereby declare that the above mentioned information is correct and true to the best of my Knowledge and belief.

(Signature)