

RESUME



Sanjay Deshmukh

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Summaries:

More than 21 years' Experience and Expertise with key outcomes and achievements in Automobile after Sales Service Management Planning and operations, Dealer Dev. & Training analysis – GAP, TNA, SWOT. 5S Methodology, SOFT Skill, OJT etc, Business Development – B2B & B2C, Dealer Development and Network Expansion, Organising Sales and After sales Service Camp, Local Mechanics Meet, Field Study Report, Customer feedback system, Complaint Resolution Time Frame PSF, CEI, CSAT and NPS. Up skilling with Vocational Skill Dev. Program with NSDC, NGO, Govt Project and Business Tie-up with Schools, Colleges, Coaching Inst. University etc.

AMC and Warranty Management System (WMS), VTR, Tracking & Analysis Process and Cost reduction and looking after the Facility Management and Operations.

Liaisoning with different stakeholders like Private, Corporate, State Government, Defence and Home Ministry, BSF, Delhi Police, NIA, DDA, Etc for Business Tie-up, for AMC, Spare parts and Accessories Sales through GeM

Education:

B.E (Mech) from DIES New Delhi with A Grade

P G Programme in Financial Product Marketing and Service Operation from Institute of Business Studies & Research. Mumbai with A Grade

3 Yrs Diploma (full time) in AME – Air Craft Maintenance Engg (Mech Trade) from Air Technical Training Institute Kolkata. With 1st Class.

12TH Science - Major with Physics, Chemistry, Biology, Maths and English with Grade B from Govt H. S. School. Assam Board of H.S.Education. Guwahati.

Certification:

HMCL (presently HeroMotoCorp) and ASDC Service Supervisor and Skill Trainer.

Key Skills:

- Excellent Communication, Customer handling, problem solving, Customer Satisfaction/Experience Index (CSI/CEI). Customer Feedback System, Post Service Follow-up (PSF), Net Promoter Score (NPS) and TAT – Turnaround Time.
- Team Management, Productivity, retention, Implementation and Maintain SOP's.
- WMS – Warranty Management and System, Tracking, VTR – Vehicle Technical Report and Cost reduction.
- Up skilling, TNA /GAP analysis as per SOP's, Workshop growth, Revenue, and profitability.

Experience:

1) Organisation Name: PASHUPATI HERO - Delhi/NCR

From: 10/2021 to Present.

Position: General Manager – After Sales Service, Sales Dealership Development and Training.

Responsibility and Key outcomes:

- Looking after Five (5) Service Workshops, and Eight (8) Sales Outlets, Successfully Manage Service sales and Spare Parts, Revenue growth, Achieved Target. New Client engagement, Tie-up with Govt Vehicles, and Local Mechanics for AMC, Parts and Accessories Sales.
- Expand Business Dev. And Dealer Network, Training Development. Implementation of Warranty, Insurance Claim Management SOP's and Organising Sale and Service CAMP.
- Customer Feedback and complaint resolution on stipulated time frame. Implementation, follow-up and analysis of PSF, CSI, NPS. And Customer retention.
- Implementation and Maintain proper SOP'S for Sales , Service and PDI

2) Organisation Name: Asia Pacific Institute of Management – (Education and Skill Development) Delhi.

From 09/2018 – 03/2019

Position: Project Operation Manager – (Skill Dev and Trng) PAN India

Responsibility and Key outcomes:

- Successfully Developed Business Revenue with skill Dev training program, Training Product Development as per Project, Engaged Govt and Pvt Skill Trng Project with New Branches and Tie-up with Schools, Colleges, Coaching Institute and University etc. PAN INDIA
- Developed Skill Training Content and PPT, organised Workshop - seminar & etc

3) Organisation Name: IISD – (Automobile Skill Development Industry) Delhi/NCR

Position: Vocational Training and Business Dev.

From 12/2015 – 08/2018

Responsibility and Key outcomes:

- Successfully Developed Business Revenue with skill Dev training program, Engaged Govt and Pvt Skill Trng Project with New Branches PAN INDIA
- Developed Skill Training Content and PPT, organised Workshop - seminar etc.

4) Organisation Name: Extramarks Education Pvt.Ltd. (Education and Skill Development Industry) Noida

From 06/2013 – 10/2015

Position: Product Manager- Automobile Training & Business Dev – PAN India

Responsibility and Key outcomes:

- Successfully Developed Business Revenue with skill Dev training program, Engaged Govt and Pvt Skill Trng Project with New Branches and Tie-up with Schools, Colleges, Coaching Institute and University etc. PAN INDIA.
- Developed Skill Training Content and PPT, organised Workshop – seminar etc.

5) Organisation Name: Global Automobiles Ltd (OEM Automobile Industry) Kolkata
From 10/2008 – 05/2013

Position: Territory Manager – After Sales Service, Sales & Trng – North India

Responsibility and Key outcomes:

- Developed 18 Dealerships (eighteen new SSP – Sales Service and Spare Parts outlets and Successfully Manage Service sales and Spare Parts Revenue growth, Achieved Target.
- New Client engagement, Local Mechanics Meet, and Parts Sales. Expand Business Dev. And Dealer Network, Training Development. Etc,
- Implementations of Warranty, Insurance Claim Management SOP. Organising Sales Service CAMP, Customer Feedback and complaint resolution on stipulated time frame.

6) Organisation Name: Singla Hero Group. (Auto. Industry) Delhi /NCR **From 07/2001 – 08/2008**

Position: Manager- After Sales Service & Sales

Responsibility and Key outcomes:

- Manage Workshops Service sales and Spare Parts, Revenue growth, New Client engagement, Local Mechanics Meet, and Parts Sales. Organising Sales Service CAMP, Tie-up with the Govt and Pvt Organisation for AMC.
- Implementations of Warranty, Insurance Claim Management, Workshop SOP's, Customer Feedback and complaint resolution on stipulated time frame. And successfully achieved all the targets,

Languages: • English • Hindi • Bengali • Assamese

Personal Details:

Nationality	Indian	Current Location	Delhi
Gender	Male	Marital Status	Married
Date of Birth	19-04-1973	Native Place	Kolkata
Family background information			
Name	Relationship	Education	Ocupation
Dr. Late Sushil Deshmukh	Father	MBBS	Doctor
Dr.Tapan Deshmukh	Elder Brother	MBBS,MD	Doctor – Airports Authority of India
Dr. Salil Deshmukh	Elder Brother	MBBS,MD	Doctor- Indian Railway
Er. Sankar Deshmukh	Elder Brother	MS - Chem	Chemical Engg. Indian Oil
Mr. Sunil Deshmukh	Elder Brother	MA, B.Ed.	Teacher

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