

RESUME



Sanjay Deshmukh

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Summary:

More than 19 years' Experience and Expertise with key outcomes and achievements in Automobile after Sales Service Management Planning and operations, Dealer Development Training and analysis – GAP, TNA, SWOT. 5S Methodology, SOFT Skill, OJT etc, Business Development – B2B & B2C, Organising Sales and After sales Service Camp, Local Mechanics Meet, Field Study Report, worked with Vocational Skill Dev. Program with NSDC, NGO, CSR, Govt Project , and Smart Learning Project with Schools, Colleges and Coaching & Training Institute for PAN India.

Liaisoning with different stakeholders like Private, Corporate, State Government, Defence and Home Ministry, BSF, Delhi Police, NIA, DDA, Etc for Business Tie-up.

Warranty Management System (WMS), VTR, Tracking & Analysis Process and Cost reduction.

Looking after the Facility Management and Operations.

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 Hero MotoCorp) and ASDC Service Supervisor and Skill Trainer.

Key Skills:

- Organisational Growth and Future planning
- Relationship & Communication
- KAIZEN 5S Methodology .
- Development and Delivery of OJT Training Content
- MS Office Power Point Presentation
- Customer Feedback System
- TNA, SWOT, UPSKILLING
- Leadership
- Implementation of Organisational SOP
- Team Management & recognition
- Proposal Writing and Tendering
- Problem solving
- Time Management

Experience:**Organisation Name:** PASHUPATI HERO - Delhi/NCR**From:** 10/2021 to Present.**Position:** General Manager - After Sales Service, Dealer & Network Development and Training.**Key outcomes:**

- Manage Service sales and Spare Parts Revenue growth, Achieved Target.
- New Client engagement, Tie-up with Govt Vehicles, and Local Mechanics
- Expand Business Dev. And Dealer Network, Training Development.
- Implementation of Warranty, Insurance Claim Management SOPS CAMP.
- Customer Feedback and complaint resolution on stipulated time frame.

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**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 seminar & events

Organisation Name: IISD – (Automobile Skill Development Industry) Delhi/NCR**Position:** Vocational Training and Business Dev.**From** 12/2015 – 08/2018**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 seminar & events

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**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 seminar & event.

Organisation Name: Global Automobiles Ltd (OEM Automobile Industry) Kolkata

From 10/2008 – 05/2013

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

Key outcomes:

- 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.
- Implementations of Warranty, Insurance Claim Management SOP. CAMP.
- Customer Feedback and complaint resolution on stipulated time frame.

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

Position: Manager- After Sales Service & Sales

Key outcomes:

- 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.
- Implementations of Warranty, Insurance Claim Management SOP. CAMP.
- Customer Feedback and complaint resolution on stipulated time frame.
- Successfully Performed and achieved Service and Parts Sales Target
- Organised Sales and After Sales Service Camp
- Successfully achieved Warranty and Customer Complaint Management.

• **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	Occupation
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