

Rahul V. Athavale

Rishikesh, Uttarakhand

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Professional Summary

Experienced Administrative and Operations Manager with a demonstrated history of working in the transportation, logistics, and automotive industries. Skilled in leadership, team management, and crisis management, with a strong ability to multi-task and achieve operational efficiency.

Professional Experience

September 2023 - Present

Naivedya Café | Entrepreneur, Running own Café | Rishikesh

- Establish the brand and setup the café from the scratch in the heart of the Uttarakhand city – Rishikesh, currently running at a 4.5 plus rating on Google, Swiggy and Zomato
- Obtained all food and service licenses to run the operations.
- Worked out the GTM strategy for new age customers coming into Rishikesh.

July 2018 – August 2023

Taj SATS Air Catering Ltd | Transport Manager (Inc. Operations & Administration) | Mumbai

- Managed departmental resources safely and effectively.
- Planned and managed CAPEX & OPEX within budget.
- Supervised fleet maintenance and ensured compliance.
- Trained staff and coordinated outsourced vehicles.
- **Achievements:**
 - Best Safety Managers Award from SATS.
 - Delivered meals to 9 COVID hospitals in Mumbai & Thane.
 - Twice awarded for best Transport Ops & Fleet Maintenance.

June 2017 – February 2018

Shree Translink (I) Pvt. Ltd. | Operations Head – CS & Fleet Operations | Pune

- Managed ETS, Customer Service, and Fleet Operations tasks.
- Ensured safe, economical vehicle usage.
- Set KPIs/KPAs for efficient operations.
- Established in-house quality standards.

March 2015 – March 2017

DCD Pvt. Ltd "AVANTI" Manufacturing Plant, Pune | GM – Operations, Pan India | Pune

- Oversaw new vehicle and parts order fulfillment.
- Analyzed performance data to assess productivity and goal achievement.
- Planned KPIs to enhance efficiency and performance of after-sales service activities.
- Developed and executed product marketing strategies.

March 2013 – December 2014

Navnit JCB | GM – Service | Mumbai

- Supervised a team of over 30 service engineers.
- Ensured the service department met or exceeded quality standards.
- Approved warranty claims and coordinated service activities.
- Prepared the annual repair and maintenance budget for the territory.

Career progression (before the above-mentioned experiences)

I began as a Service Engineer at Sai Service (Aug 1995 - Oct 1996), then advanced to Technical Sales Representative and Coordinator at Delta Heavy Engineering, Abu Dhabi (Jan 1997 - Dec 1999). I served as an Assistant Manager and Training Facilitator at DD & Associates in Pune (Feb 2000 - May 2001), developing training modules. As Manager of Project/Service at Auto Parts Nissan Ltd, Ghana (June 2001 - Feb 2006), I oversaw after-sales service. I later managed transportation and security at Westec Security Systems and Classic Limousine, Ghana (Mar 2006 - Nov 2009). Finally, I was General Manager at Sanghi Brothers Pvt Ltd, Indore (Mar 2010 - Jan 2013), earning commendations for customer-oriented initiatives.

Education & Professional Qualifications

- SSC - KV Pune - 1989
- Diploma in Automobile Engineering, Pune – 1991
- HSC – Commerce - 1995
- Diploma in Computer Operations from Indo-German Institute, Mumbai - 1996
- Diploma in Operations Management (OPS) – 2021-22
- Diploma in Supply Chain Management – 2022-23
- Diploma in Workplace Safety & Health – 2022-2023
- Certificate Course: Six Sigma White Belt 2022

Skills

Leadership	*****	Negotiation	*****
Adaptability	****	Multi-tasking	****
Communication	****	Crisis Management	*****