**BHUPESH KUMAR VIDHAVAN**

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- Strategic Management - - After Sales Service Operations = - Man Management =

**Career Summary**

* Result oriented professional with **over 27 years enrich experience After Sales-Service** **Dealer Management System, Technical Analysis, Warranty Management System** and **Fleet Operations of Luxury & Non-Luxury Cars Brands** etc.
* **Last associated with International Tractors Ltd. Handling Sonalika Group of Companies all fleet operations (Sales & after Sales-Service) of all luxury-Non Luxury cars brand in Delhi-NCR Region.**
* Competencies across:

Technical Support Warranty Administration After- Sales Support

Strategy Planning Revenue Enhancement Promotional Activities

Service Operation Market Segmentation Dealer Management

Customer Care Retention

Customer Acquisition Business Development

Spare Part Management Process Enhancement Team Management

* Skilled at forecasting business projections, ensuring adherence to budgets and objectives; efficiently attending to the Service Calls, Imparting necessary Training to the Staff of the Customer about the precautions, running, maintenance and sterilizing information for the product supplied.
* An effective communicator with professional, management skills & strong analytic, problem solving & organizational abilities.

**Occupational Contour**

**Sept’19 - May’25 associated with International Tractors Ltd.****as Fleet Operation Head– Sales and After Sales-Service**

*Handling ITL (Sonalika Group of Companies) all fleet operations (Sales & after Sales-Service) of Premier luxury and Non- Luxury cars brand: Rolls Royce, Lamborghini, Porsche, Bentley, Ferrari, Mercedes, BMW, Jaguar, Audi, Toyota, Honda, Volkswagen, Renault, TATA, Maruti , Mahindra, Nissan, Hyundai….etc. RTO liaising*

**Feb’17 to Aug’23 associate with International Tractors Ltd. as Senior Manager – After Sales-Service, handling entire services operation for Africa-Region. Joined as Manager After Sales –Service. Promoted on 1st April’18.**

*A Group Company of the Rs 230000 crores of Sonalika Group; International Tractors Ltd to operate the Sales, Service, Parts, Marketing, and Training & Dealer Development functions in the Indian & Overseas Market for ITL range of products (20 H.P. to 120 H.P.) Tractors. .*

**Sept’14 to Jan’ 17 associated with International Cars & Motors Ltd. Delhi/ NCR/Rajasthan/Haryana/U.P (North) as Manager After Sales -Service.**

*A Group Company of the Rs 5000 crores of Sonalika Group; entered into Technical Collaboration Agreement with MG Rover of UK, with the technical knowhow from MG Rover, UK. ICML is manufacturing MUV Segments vehicle of Rover engines.*

**Jan’13 to Jun’ 14 associated with Hover Automotive India Pvt. Ltd., Delhi/ NCR / Punjab/ J & K as Area Manager- Service**

***Hover Automotive India (HAI) is the partner of******Nissan Motor India Pvt. Ltd****, to operate the Sales, Service,*

*Parts, Marketing, Training & Dealer Development functions in the Indian Market for Nissan range of products*.

**Mar’08 to Dec’ 12 associated with International Cars & Motors Ltd., Delhi/ NCR/U.P/Haryana as Deputy Manager-Service.**

*A Group Company of the Rs 5000 CR of Sonalika Group; entered into Technical Collaboration Agreement with MG Rover of UK, with the technical knowhow from MG Rover, UK. ICML is manufacturing MUV Segments vehicle of Rover engines.*

**Mar’07 to Feb’08 associated with Oman Trading Establishment Group LLC, Sultanate of Oman as Service- Manager**

***Dealer of General Motors: Cadillac, Hummer, Chevrolet, Hyundai, Subaru, Isuzu Product, etc.***

**Jan’04 to Jan’07 associated with T & T Motors Ltd., Delhi as Assistant Manager- Service**

***Dealer of Daimler Chrysler Mercedes Benz Cars.***

**Jan’02 to Dec’03 associated with M/s Rohan Motors Ltd., NOIDA as Senior Service Advisor-After Sales**

***Dealer of Maruti Cars***

**May’98 to Nov’01 associated with Tata Motors Ltd., as Floor Supervisor & Service Advisor-After Sales**

* **M/s Sterling Automobile (P) Ltd., NOIDA, U.P. as Floor Supervisor & Service Advisor –After Sales**
* **M/S A-ONE Motors Ltd., Delhi as Service Advisor.**

***Dealer of TATA Passenger Cars & Commercial Vehicles***

**Skill Set**

**Managerial**

* Guiding and motivating employees & ensuring prompt sales and after sales service.
* Planning, guiding, monitoring, and reviewing on quarterly basis to achieve the annual business plans.
* Innovation of the policies and strategies in the interest of customers and revenue.
* Understanding the work process of the organization identifying needs to ensure proper solution.
* Developed strategies for Institutional sales with building strong relations base with customer.
* Management reporting & documentation management.
* Resource mobilization / vendor coordination, Team management.

**Functional**

**Planning & Management:** Distributing company business plan for the year to channel partners and signing off with them. Planning, guiding, monitoring and reviewing on quarterly basis to achieve the annual business plans. Developing network to make it easy, convenient and affordable for customers to take services for their vehicle, it is done by identifying the locations for network development, scouting / selection of the interested prospects and finally converting the prospects to the channel partner.

**Service Support:** Tracking daily complaints on web based complaint management program to ensure lesser response time and faster speed of service. Identifying the improvement areas and recommending the process modifications to enhance the operational deficiencies. Implementing Service Quality Standard (SQS) in dealer service operation to ensure high customer satisfaction and dealer business growth analyzing the nature of faults & initiating follow up actions to provide quality feedback of the product. Coordinating with channel partners, company, ancillary suppliers, and service engineers in planning implementing promotional campaigns i.e. service camps, customers meet, and mechanics meet.

**Dealer Management / Revenue Management:** Increasing spares parts business for the company by customer contact, customer’s awareness, AMC business, channel partner’s consumption analysis, review and orders generation. Generating recon business for the company by customer awareness, road shows, developing strategies for recon promotion, etc.

**Customer Relationship Management:** Meeting customers on regular basis along with service engineers / channel partners MD/GM to understand their concerns and there on providing solution to them to delight them. Organizing promotional programs like customer meets, entertainment programmers, campaign, awareness programs for customers to enhance relationship. Relationship building with clients for enhanced terms ensuring continued & repeat business.

**Team Management:** Mentoring & training executives and Engineers to deliver quality services in market. Providing direction, motivation and training to the Field Engineers, Channel Partners, MD/GM / Works Managers ensuring optimum performance. Identified the technical & administrative abilities, personal qualities of service engineer by understanding their qualities. Developing strength of team for further delivery, allocating areas to service engineers, deciding minimum performance level, reviewing the performance, guiding them to improve on the trailing aspect of performance.

# Technical

**Maintenance & Operation:** Coordinating with the customer for providing proactive maintenance solutions. Developing preventive & predictive maintenance plans for minimizing breakdown situations. Ensure quality feedback from team in terms of field trials, failures, Life of aggregate, PDI reports & peculiar failures to improve the product.

**Distinctive Accomplishments across the tenure**

* Responsible for contracts retention, initiating new service strategies, providing warranty support.
* Trained service personnel on certain products, provided a congenial work atmosphere leading to high retention rates.
* Analyzed service performance based on parameters like customer satisfaction, response time, cost of spares usage etc, provided relevant feedback and suggested improvements.
* Recognized & established financially strong and reliable channel partners for deeper market penetration; providing training & direction for ensuring quality performance.
* Maintained close eye on dealer activities & taking necessary action in the event of a complaint being filed.
* Conducted demand forecasting & managing supplies, ensuring optimum supply levels with channel partners to ensure timely deliveries to the customers.
* Addressed warranty claims submitted by Service dealers including authentication and cross-verification. Ensured compliance with scheduled maintenance service plans by service dealerships.
* Managing the Customer/ Dealer Complaints; reporting Field Failure and Modifications on Products.
* Organizing Free Service Campaigns; Inviting and encouraging feedback from customers, incorporating the information for making value-additions to the service.
* Expended network for customer service revenue generation **Appointed Authorized Service centers (ASC) in Delhi-NCR.**
* Organized **TRADE FAIR (International Exhibition) at Pragati Maidan (Delhi) 04 Years, since 2009-2012** on behalf of ICML.
* Participated in **AUTO EXPO’2012 (Delhi), MAKE IN INDIA Exhibition’2016 (Mumbai) and PUSA AGRI Exhibition (Delhi)** on behalf of ITL.

**Academic Credentials**

* PGDM (Marketing) from Intellectual Institute of Management & Technology (IIMT), Delhi in 2015.
* Diploma in Mechanical Engineering (D.M.E.) from Institution of Mechanical Engineering, (INDIA) in 1997.
* Degree in Mechanical Engineering (A.M.I.M.E) from I.M.E. (INDIA) in 2015.
* 10+2 Passed from U.P. Board (Science Stream) in 1994.
* 10th Passed from U.P. Board (Science Stream) in 1991.

**Other Credentials**

* **Technical Trainings attended are enumerated as:**

* + **Nissan Motors India[P] Ltd.(Chennai) :**
		- N STEP-2 (Electricals & Engine) from 21st Jan’13 to 25th Jan’13.
		- Pre-SOS (Service & Parts) from 03rd Feb’13 to 07th Feb’13.
	+ **Daimler Chrysler India [P] Ltd. Mercedes Benz (Pune) Maharashtra**
		- Maintenance of New S Class from 27th Jun’06 to 30th Jun’06.
		- Maintenance of S SLK 350 from Mar’05 to Apr’05.
	+ **Maruti Udyog Ltd. (Gurgaon), Haryana**
		- Basic Course from 1st Jul’02 to 3rd Jul’02.
		- Advance Course from 16th Oct’02 to 28th Oct’02.
	+ **Tata Motors, Pimpri (Pune) Maharashtra**
		- Tata Dealers Workshop Supervisor Training from Oct’00 to Dec’00.
	+ **Technical Teachers Institute (T.T.T.I.), Govt. of India, Bhopal (M.P)**
		- Competency based Managerial skill Development from Aug’00 to Sep’00.
* **Attended various knowledge enhancement schedules on:**
	+ - 3 weeks course on AutoCAD 2000 from Technical Teacher Training Institution (T.T.T.I.), Government of India, and Bhopal (M.P.).
		- 2 weeks course on C.N.C. Machine Operation & Use from Electronic Services & Training Centre (E.S.T.C.) (Govt. of India Society) Ram Nagar (District: Nainital),.Uttrakhand.
		- 45 days mechanical workshop practice, operation & use from E.S.T.C. Ram Nagar, District: Nainital, Uttrakhand.

**Personal Dossier**

Date of Birth: 25th June 1975

Languages Known: English, Hindi & Punjabi.

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