



VIPIN RAJ K

📍 Kozhikode, Kerala 673303

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SUMMARY

Dynamic and results-driven Service Advisor with extensive experience at T V Sundram Iyengar & Sons Pvt. Ltd. Proven track record in customer service and complaint management, ensuring satisfaction and timely repairs. Skilled in DMS and software proficiency, with a strong work ethic and leadership abilities to drive team success. Experienced professional with expertise in inventory management, proven track record as a store in charge, managing stock, coordinating with vendors, and ensuring quality.

EXPERIENCE

BODY SHOP ADVISOR, 03/2024 - Current

T V Sundram Iyengar & Sons Pvt. Ltd (MyTVS), Kozhikode, India

- Dealer for multi-car service and body shop as myTVS.
- Give a brief idea about insurance claims and body shop work.
- Prepare the estimate and intimate the same with the insurance company.
- Facilitated communication between surveyors and insurance firms.
- Ensure customer satisfaction, and follow up.
- Keep records of insurance claim documents, repair orders, and invoices.
- Expertise in DMS, MS Office, and software for process scheduling.

SENIOR SERVICE ADVISOR, 01/2021 - Current

T V Sundram Iyengar & Sons Pvt. Ltd, Calicut, Kerala

- Represented Renault Cars as a dealer (TVS Mobility Pvt. Ltd.).
- Understand vehicle concerns, and recommend services.
- Prepare work orders, and coordinate with the floor supervisor and technicians for timely repairs.
- Upsell maintenance services, and achieve targets.
- Ensure quality checks before delivering the vehicle to customers.
- Maintain accurate service records, and manage invoices.

SERVICE ADVISOR, 12/2018 - 12/2019

Prince Motors Pvt. Ltd, Calicut, Kerala.

- Company Overview: TVS Dealer.
- Handled service and body shop requirements of customers promptly.

SERVICE ADVISOR/FINAL QUALITY INSPECTOR, 09/2015 - 12/2018

Cee Pee Suzuki, Calicut

- Company Overview: Dealer for Suzuki motorcycles as Classic Scoobikes.
- Worked as a service advisor for two years and, hence, as a final inspector.

STORE INCHARGE, 11/2013 - 06/2015

VKC Footprints Global Pvt Ltd, Sullurpet, Andhra Pradesh

- Oversee daily store operations, and ensure smooth functioning.
- Supervise staff, allocate tasks, and ensure excellent customer service.

- Manage inventory and monitor stock levels.
- Maintain accurate records of inventory, sales, and vendor performance.

EDUCATION AND TRAINING

Kerala Govt. Polytechnic College, Kozhikode, Kerala, India, 08/2018
MECHANICAL ENGINEERING

Industrial Training Institute of Kerala, Kozhikode, Kerala, 08/2013
ITI Fitter

Govt. Model Higher Secondary School, Kerala, 05/2011
HIGHER SECONDARY

CMC Boys High School, Elathur, Kozhikode, India, 03/2009
SSLC

SKILLS

- Teamwork
- Work ethic
- Complaint management
- Leadership
- Technical knowledge
- Adaptability
- Attention to detail
- Upsell and cross-sell
- Software proficiency
- Problem solving

TRAINING

- Renault Care Level One & Two, Renault India Ltd - Chennai
- Renault R-School training, Kochi
- Renault Service Advisor L1 & L2, Chennai

LANGUAGES

Malayalam: First Language

English: B2
Upper Intermediate (B2)

Tamil: B1
Intermediate (B1)

Hindi: B2
Upper Intermediate (B2)

PERSONAL INFORMATION

- Address : Kattayil (Ho), Elathur PO, Kozhikode, Kerala - 673303
- Date of Birth: 08/05/94
- Gender: Male
- Nationality: Indian
- Marital Status: Married
- Driving License : KL11 20150005933, MC with Gr, LMV
- Passport Number: C6326051 (08/01/2035)

DISCLAIMER

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

Place :

Date :

Vipin Raj K