

CURRICULUM VITAE

Ritesh Singh Lodhi
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Academics

2009-2013 B.E (Mechanical) from RSIT College of Engineering & Technology Jabalpur with 65%
2009 12th from M.P. board with 59%
2007 10th from M.P. board with 59 %

Skills

- Microsoft Office Excel, Word
- Design Software CATIA. (Computer Aided Three-dimensional Interactive Application)
- Professional Experience

Star Automobile Mahindra Ltd, Jabalpur, India Body Shop Manager

July 2024 – Dec 2024

- Directs and schedules the work of all body shop employees.
- Forecasts goals and objectives for the department
- Establishes and maintains good working relationships with insurance surveyors.
- Establishes and maintains good working relationships with customers to encourage repeat business
- Gives fair estimates on costs and time required for body work
- Follows up on parts department orders to ensure parts availability and ensures availability of all required parts and supplies to complete repairs in a timely manner
- Monitors progress and completion of vehicles in the shop, ensuring that repair and safety procedures are followed.
- Manage customer outstanding and insurance outstanding day to day basis.

Rukmani Motors Pvt. Ltd, Indore, India Body Shop Manager

Feb 2024 – June 2024

- Manage daily load of vehicles and daily billing for customer satisfaction and company growth.
- Inspected work and identified any potential quality issues that needed to be addressed.
- Ensured that all vehicles were fully cleaned and inspected.
- Assisted with the transport of vehicles to the shop.
- Ensured compliance with all local federal and industry regulations and standards.
- Maintained tools and equipment, ensuring all machinery was in working order.
- Checks quality of completed work to ensure quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality
- Handles customer complaints immediately and according to company policy
- As a Manager customer satisfaction is most important factor according to company and also manage advisors post service follow up and CEI.

Workshop Manager

Jan 2023 – Dec 2023

SARV Automobile, Jabalpur, India

- Worked with insurance surveyor and assisted customers with filling insurance claims.
- Maintained contact with customers and insurance company.
- Inventoried tools and equipment.
- Purchase parts for vehicles.

- Team Leadership & Staff Training
- Customer Service & Client Relations
- Automotive Insurance & Claims Processing
- Controls accounts receivables for body repair work
- Ensures that proper safety equipment is available and being used by all employees in the body shop
- Inventory & Parts Management
- Auto Body Repair & Refinishing
- Budget Management & Cost Control
- Quality Assurance & Safety Compliance
- Prepares final billing for completed repair orders
- Vehicle Diagnostics & Repair Estimating
- Workflow Optimization

Assistant Body Shop Manager

- As a manager my responsibility are create a plan for day and month target without creating outstanding.
- Assisted in managing daily shop operations, including work assignments, scheduling, and overseeing repairs.
- Trained new employees on workshop procedures, customer service, and proper use of tools and equipment.
- Conducted quality control checks on completed repairs to ensure high standards of work.
- Managed inventory, ordering supplies, and parts, reducing overall costs through better vendor negotiations.
- Handled customer complaints and disputes, turning around multiple dissatisfy clients and increasing repeat business.

Body Shop Advisor

- As an advisor receiving vehicle from customer and perform insurance claim documentation.
- Create estimate according to damage and prepare part order sheet.
- Login claims according to policy.
- Inform to surveyor for vehicle inspection and work approval.
- After surveyor approval update to customer in a whatsapp group and take approval to start vehicle work.
- Prepare floor sheet/work approval sheet for body shop floor.
- After completing vehicle update to customer and update for delivery.
- After confirmation prepare pre invoice according to surveyor and share with him for final billing and for Delivery order.
- As an advisor manage customer satisfaction and post service follow up and CEI.

DECLARATION:

I declare that the above given information is true to the best of my knowledge and any certificate or endorsement regarding work experience is available on request.