



Sameer Patel

Experienced Aftersales Manager | Project Management Certified | Automotive Industry Expert

Professional Summary

Dynamic automotive professional with a BE Degree (Automobile) having over 10 years of experience driving operational excellence in aftersales, customer engagement, service management. Certified in Project Management, skilled in executing strategic initiatives to optimize service quality, elevate customer satisfaction, and enhance profitability. Proven leader in building high- performing teams and managing data- driven projects to deliver measurable business impact.

Education

Bachelor's Degree in Automobile Engineering
Hindustan Institute of Technology and Science, Chennai

Certifications

Foundations of Project Management (Google)
Agile Project Management (Google)
Fundamentals of Project Planning and Management

Skills

Agile Project Management
Operations Optimization
Data Driven Analysis
M.S Office

Languages

English | Hindi | Gujarati | Telugu | Tamil

Professional Experience

Dilip Motors Pvt Ltd – General Manager Service

July 2024 - Present (12 months) Ranchi, Jharkhand
Optimized operations and led service teams to improve efficiency and customer experience.
Reduced customer wait time by 25% through streamlined processes.
Improved satisfaction scores with customer feedback systems.
Boosted team productivity with focused staff training.

Turbo Automotives Pvt Ltd (JEEP Dealership) – Aftersales Manager

August 2021 - May 2024 (2 years 10 months) Vijayawada, Andhra Pradesh
Directed aftersales operations to enhance KPIs, profitability, and customer retention.
Improved service KPIs by 20% and throughput by 30%.
Increased upselling by 15% via targeted marketing.
Lowered inventory costs by 15% with better management practices.

Chitra Agency – Owner | Logistics & Supply Chain Consultant

August 2017 - July 2021 (4 years) Vijayawada, Andhra Pradesh
Managed logistics projects, improving efficiency and client satisfaction.
Cut shipping costs by 12% and delivery times by 35%.
Reduced inventory carrying costs by 40% with better forecasting.

Adishwar Auto Diagnostic Pvt Ltd (Mercedes-Benz Dealership) – Job Controller

June 2017 - August 2017 (3 months) Vijayawada, Andhra Pradesh
Oversaw workshop operations to improve service delivery and quality control.
Reduced repeat repairs with stronger quality checks.
Improved turnaround times with workflow optimization.

Aruna Motors Pvt Ltd (Renault Dealership) – Assistant Manager After Sales

December 2015 - June 2017 (1 year 7 months), Vijayawada, Andhra Pradesh
Led service projects to improve customer experience and operational metrics.
Achieved 95% customer satisfaction through process improvements.
Increased engagement by 10% through service campaigns.

TATA AIG General Insurance Co. Ltd. – Claims Analyst

March 2013 - August 2015 (2 years 6 months) Surat, Gujarat
Handled motor insurance claims efficiently, ensuring compliance and faster resolution.
Achieved over 100% closure rates on claims.
Reduced turnaround time with process enhancements.