

Sandeep Kumar Jha

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**Versatile, high- energy professional targeting senior level assignments in Service Management
with a reputed organization in Automobile industry
Location Preference: Delhi/NCR & Overseas**

II Profile Summary

- A focused professional with 24 years of experience in Service Management, Operations & Manpower Management
- Skilled in managing customer interaction & negotiation, creating & enhancing processes, ensuring quality assurance, evaluation & selection of various businesses
- Result-oriented leader with experience in automobile & mechanical expertise in problem solving.
- Proficient in hiring, imparting training and providing goal setting for a team
- Gained exposure of various functionalities and processes of automobile industry; skilled in providing effective resolution to customer queries and improving relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience
- Expertise in motivating, mentoring and leading talented professionals; expertise in building and motivating large teams that well exceed corporate expectations

An excellent team player having relationship building, leadership, presentation & interpersonal skills

I Core Competencies

- Customer Service
- Operation management
- Dealership management
- Organization Management
- Strategy Planning
- Business oriented
- Employee Hiring
- Talent management

I Organizational Experience

1-General Manager Service

NRL KIA Pvt. Ltd.

Nov-2024 to Till Date

KIA Greater Noida.

- Business Target achievements
- Customer Satisfying Work
- Handling the Service & Body shop operations
- Problem Solving skills
- Managing front office and ensure long-term revenues for target
- Coordination with Vendors & Suppliers
- Manage and Utilize the proper Man Power
- Motivate the worker for target & Customer satisfaction Index.

2-General Manager Service

Koncept Automobiles Pvt. Ltd.

May-2022 to Oct-2024

Mahindra & Mahindra Sec-59 Noida.

- Business Target achievements

- Customer Satisfying Work
- Handling the Service & Body shop operations
- Problem Solving skills
- Managing front office and ensure long-term revenues for target
- Coordination with Vendors & Suppliers
- Manage and Utilize the proper Man Power
- Motivate the worker for target & Customer satisfaction Index.

3-Service / Training Manager Camp Wardak Afghanistan March-2018 to April 2022

(Service & Training Manager)
In NATO Maintenance/Training Mission - AFGHANISTAN
AFGHANISTAN FPO AP 96427
AMS / PAE Kabul Afghanistan
DEPARTMENT OF DEFENCE, UNITED STATES OF AMERICA

4- General Manager Customer Service July-2017 to Feb-2018

Mascot Speed India Pvt.Ltd.

Mascot Toyota 5th KM, Delhi G.T.Road, Aligarh UP.

- Customer Satisfying Work
- Business Target achievements
- Handling the Service & Body shop operations
- Problem Solving skills
- Provide varies training for employees
- Managing front office and ensure long-term revenues for target
- Coordination with Vendors & Suppliers
- Manage and Utilize the proper Man Power
- Motivate the worker for target & Customer satisfaction Index.

5-Training Manager (Service Planning)

Espirit Toyota New Delhi INDIA

July-2014 to June-2017

Spirited Auto Cars India Ltd

Group company of Samvardhana Motherson Group

- Managing a team of 60 personnel and spearheading entire service delivery operations for the clients
- Planning human resource requirements for different functional & operational areas including administrative, sales, parts, collision and service departments and conducting selection interviews; recruitment, induction programme, discipline, policy & procedures.
- Providing goal setting for the employees in different areas and submitting time projections to Corporate Management for approval of the same
- Coordinating with the Comptroller/Office Manager on a weekly basis to review departmental forecasts and ensure consistency with annual projections
- Performing daily operations as well as recommending and creating improved course of action wherever necessary
- Clarifying the policies and procedures of the dealership to all employees and coordinating with employees to ensure that the issues are understood and followed
- Ensuring dealership management with weekly reports on the financial condition of the dealership
- Reviewing the monthly financial statement to ensure it is complete, accurate and submitted on time to the management/dealership owners
- Collaborating with the business/administrative office to ensure that records and analysis are correctly maintained
- Fostering and maintaining a healthy working relationship with lending institutions and manufacturing personnel
- Arranging regular meetings with the managers of each department to ensure profitability and efficiency

- Supervising and maintaining compensation plans for all employees
- Preparing cost-effective advertising programs and merchandising strategies for the dealership
- Resolving customer complaints that Department Managers are unable to rectify and taking necessary steps for the same

Highlights:

- Developed continuous process improvement and implemented initiatives to meet critical timelines
- Focused resources on critical business needs to reduce costs while achieving optimal results
- Increased profit margins to double the Company expectation while maintaining service standards
- Analyzed metrics to optimize technician service levels and improve SLA response and resolution times
- We achieve Outstanding Performance in TKM (MDPP:2014-15)
- Coordination & Implementation for Training at Group as per MDPP Levels.
- Group Training Calendar Preparation and Control
- Coordination with HR for Recruitment, Development and Retention Activities
- Develop Marketing & Kaizen Activity in Group
- Support VP- Service & Management in Group KPI Analysis.

6-Service / Training Manager

May-2012 to June-2014

NATO Maintenance/Training Mission - AFGHANISTAN CAMP LEATHERNEK, AFGHANISTAN FPO AP 96427

RMA Group Kabul Afghanistan

DEPARTMENT OF DEFENCE, UNITED STATES OF AMERICA

7- ASST. SERVICE MANAGER

May-2010 to April 2012 (Two Year)

Galaxy Toyota

Moti Nagar New Delhi

- Assist & Support Team
- Business Target achievements
- Prior delivery Check & Control on 'Critical to Operations of each level.
- Coordination with SA for CSI & KPI
- Handling the Body shop operations
- Customer Satisfying Work
- Managing front office and ensure long-term revenues for target
- Manage and Utilize the proper Man Power
- Manage with CRM IVOC & TKM VOC

8-Workshop Manager

September 2008 to April-2010

Saril marill Toyota, Lexus, Hino & Caterpillar **DJIBOUTI, AFRICA**

- Assist & Support Team
- Prior delivery Check & Control on 'Critical to Operations of each level.
- Customer Satisfying Work
- Coordination with Vendors
- Handling the Body shop operations
- Managing Office Equipment's' Maintenance Schedule

9-Workshop Manager & Process Auditor GHQ

May 2004 -Aug 2008

Al-Futtaim Motors Toyota, Lexus & Hino DUBAI UAE

- Assist & Support Team
- Prior delivery Check & Control on 'Critical to Operations of each level.
- Customer Satisfying Work
- Coordination with GHQ officers and Technicians
- Handling the Body shop operations
- Managing workshop priority Vehicles Schedule

10-Service Advisor

Aug 1999-April 2004

Auto links Enterprises Pvt Ltd Tata Engineering.

- Assist & Support Team

- Prior delivery Check & Control on 'Critical to Operations of each level.
- Coordination with JC and Technicians
- Customer Satisfying Work
- Managing workshop priority & JDP Vehicles

II Academic Details

- Diploma in Automobile engineering From Board of Technical education Delhi,
- 10th CBSE Board Delhi
- 12th CBSE Board Delhi.

I Trainings

- TOYOTA Instructor course completed with 98%
- TOYOTA Level 1& 2 TSA Completed in Dec.2014 (TKM)
- TOYOTA, Lexus & HINO National Service Department Step 1 2 & 3 Al Futtaim Motors.
- CUSTOMER COMES FIRST from 9th Sept 2006 & 10 Sept 2006 Al Futtaim Training Center Dubai.
- GMCS Orientation Program Training from Toyota Kirloskar Motors
- Service Manager Training completed from Toyota Kirloskar Motors

I IT Skills

- Operating System: Windows 98, Window XP Professional, Windows 7, Window 10
- Tools & Methodologies: MS-Office, Networking, PPT Etc.

I Personal Details

- **Date of Birth:** 08th Feb 1979
- **Languages Known:** Hindi, English

I Preferences

- Willing to travel & Relocate
- Availability: Immediately after notice period of 7 days
- Passport no: V 8489017
- Salary Expected: Negotiable

Sandeep Kumar Jha