



## **Sanjeevan Kant Shastri**

H-250 Super MIG Flats Sector-12

Pratap Vihar, Ghaziabad UP- 201009

E-mail-Sanjeevan.kant.shastri@gmail.com

### **CARRIER OBJECTIVE**

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Prepared to accept challenging assignments in Sales and Service Operations with an organization of repute.

### **SYNOPSIS**

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- 16+ years' experience in Automobiles Sales & Service Operations.
- Operations and Customer Relationship Management. Rich experience in handling Multi facility operations Completed various operations pertaining to Service.
- Proficient in maintaining proper relationships with customers for confidence building on the product. Working and abiding to goal-setting, time bound & result oriented mission as well as initiatives.
- Good communication skills within the organization across various levels. Setting up the processes and its implementation and monitoring

### **CORE COMPETENCIES**

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#### **Automobile Maintenance/ Service Operations**

- Carrying out planning, preventive & predictive maintenance to increase vehicle availability.
- Managing Service operations with focus on implementing policies and procedures. Adhering to Service procedures for optimizing operational effectiveness
- Analyzing problem areas to determine cause & recommend corrective actions

#### **Customer Relationship Management Skills**

- Developing relationships with key customers for business development to gain repeat business and assured services.
- Providing technical service support to customers and resolving their issues

# Work Experiences

*Currently working with M/s Viraj Distributors Pvt Ltd as a Service Manager from Sep 2022 till date*

*Worked as Service Manager with Lohia Kia from January 2021 to Aug 2022*

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## Responsibilities :

- Motivate team members to achieve performance
- Review team member performance
- Guide & train team members to enhance performance
- Monitor KPI's & team performance
- Achieve targets for vehicle & value chain products (After sales service, accessories / insurance)
- Ensure every deal is made in a profitable and pleasant manner.
- Generate more referrals and prospects for future business.
- Building long-term relationship with the customer.
- Enquiry management
- Ensure Customer satisfaction and co-ordination with CRM to ensure customer loyalty.
- Review after Sales Satisfaction Index (SSI) feedback forms
- Manage team members and regular communication through morning meeting and evening review meetings
- Regular Training of Team member
- Periodic report generation & analysis

*Worked as Workshop Manager with Sagar Motors from June 2017 to December 2021*

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## Responsibilities:

- Managing the Service Operations.
- Generating the annual business, budget and expenditure plans for spare parts & service labor.
- Monitoring operations as per company's guideline.
- Review of quantitative KPI's and drawing action plan with the team to improve weak KPI's.
- Monthly review on the basis of parts sales, labor revenue, profitability, customer satisfaction

## ***Worked with Nawab Motors Pvt. Ltd from July 2011 to June 2017***

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*Worked as a Manager-Front office from July 2011 – Aug 2012*

*Worked as a Manager-Customer relation from Aug 2012 – Mar 2013*

*Worked as a Asst Service Manage since March 2013 – June 2017*

### **Responsibilities:**

- Achieve targets for vehicle & value chain products (After sales service, accessories / insurance)
- Ensure every deal is made in a profitable and pleasant manner.
- Generate more referrals and prospects for future business.
- Building long-term relationship with the customer.
- Enquiry management
- Ensure Customer satisfaction and co-ordination with CRM to ensure customer loyalty.
- Review after Sales Satisfaction Index (SSI) feedback forms
- Manage team members and regular communication through morning meeting and evening review meetings
- Regular Training of Team member
- Periodic report generation & analysis

## ***Worked with Active Enterprises Pvt. Ltd. as Service Engineer from 2009-2011***

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### **Responsibilities:**

- Responsible for repairing mechanical equipment's.
- Responsible for providing site service and taking new orders.
- Responsible for other duties as assigned.

## ***Worked with Prince Generators Pvt. Ltd as Sales and Service Incharge of NCR from 2008-2009***

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### **Responsibilities:**

- Responsible for sales and service in NCR
- Responsible for provide service to clients within 24 hr.
- Responsible for customer satisfactions
- Responsible for monthly visit on every client.
- Responsible for other duties as assigned.

## *Academics*

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Diploma in “Automobiles Service & marketing Management\*” from Delhi University.

## *Professional Qualification*

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- Certified service manager from Volkswagen (LMS ID: Sanjeevan Shastri)
- Fast tract-1 & 2 training cleared from Chandigarh training center of Volkswagen group.
- Certified Internal auditor from OMNEX (an international organization that provides quality training for ISO 9001:2008)

## *Achievements*

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- Back-to-back 3 promotions in Nawab Motors Skoda between July 2011 to June2017
- Awarded for best customer handling during Aug 2012 – Mar 2013
- Received Certificate of Appreciation for organizing the inter college festival.

## *Personal details*

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Father’s Name	: Sh. Shri Kant Prasad
Date of Birth	: 01st June 1988
Phone no.	: 8010 311 622

## *Declaration*

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I hereby certify that all the information provided here is correct to the best of my knowledge and belief.

(SANJEEVAN KANT SHASTRI)