

**Saravanan .T**

102, Aaradhana Apartments

Dr. Ponnambalam sSalai

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**Professional Profile**

**Career Objective**

**To pursue a challenging career in a progressive environment where learning, innovation and creativity are encouraged, where my skills & knowledge can be enhanced to their maximum potential to contribute to the overall success and growth of the organization.**

**Administration Head at Rudhra Info Solutions (OCT 2024 –Till Now)**

* **Taking care of complete administration activities**
* **Co coordinating with HR Team**
* **Periodic Maintenance for all movable and immovable properties belongs to organization**
* **Handling Housekeeping’s of all the branches**
* **Dealing with existing vendors and appoint new vendors process.**
* **Attendance process of all vendor workers**
* **Dealing with Govt officials like Fire safety, EB, Health Dept and Corporation etc..**
* **Assisting to all staffs when they got stuck due to any infra or IT related issues**
* **Got regular reports from all down the line supervisors, IT administrator, HR..**

**Group Head – Customer Relation FPL Tata Motors (May 2021 – Sep 2024)**

* Manage Multiple branch CRM’s
* Review marketing team activities
* Focusing on improving every individual CSI Scores
* Taking care of frequent visits and audit for every branch
* Dealing with Multiple CCM’s from OEM
* Reporting to top level management
* Influencing and supporting to people to Achieving targets as per KPI
* Motivating team for increase the efficiency and productivity of the workshop.
* Combined reports to be send to VP and CCM from my end
* Deal with parts head and push to organize parts to critical customers
* Soft skill training providing to SA and CRE’s and CRM’s periodically

**Customer Service Manager at PPS Tata Motors (OCT 2021 – April2023)**

* Manage CRM Team
* Increase productivity
* Increase customer satisfaction Score
* Keep workshop clean and safe
* Train the staffs and technicians frequently through technical coordinators
* Reporting to top level management Weekly and monthly basis ( GM,CEO,MD)
* Achieving targets as per KPI provided
* Maintenance of workshop equipment’s
* Quality Manpower recruitments
* Motivating team for increase the efficiency and productivity of the workshop.
* Service quality audit frequently

**Customer Relation Manager India Garage VST Mahindra & Mahindra (2020 Jan– 2021 SEP)**

* Manage CRM team.
* Maintain good relation with existing customers.
* Organizing all camp activities and increase vehicle inflow to the workshop.
* Allotting calls and review CRE performance through M pact software.
* Ensure highest standards of customer communication &Services.
* Promoting RSA and Extended warranty products to customers through CRE’s
* Preventing dealer handling concerns through Customer interactions, NDC and PSF calls
* Goodwill claim support to customers for genuine complaints.
* Organizing loaner car to customers and raised claim with DMS
* Preparing Root cause analysis, 5why analysis, for Customer complaints.
* Resolving customer complaints and prevents escalations.
* Handling process like Contact less handling, Digital feedback from customers etc

**Customer Relation Manager KUN VW OMR (2016Oct– 2019 Dec)**

* Manage CRM team.
* Maintain good relation with existing customers.
* Ensure highest standards of customer communication &Services.
* Maintain KPI records and regular reports.
* Goodwill claim support to customers.
* Maintain and keep KPI reports for monthly and in the basis of H1 & H2.
* Preparing Root cause analysis, 5why analysis, CAPA reports for Customer complaints.
* Resolving customer complaints and prevents escalations
* Trained the front office team for soft skills and Customer handling.

**Senior Service Advisor @ Team Leader in Lanson Toyota (2013oct– 2016oct)**

Working as a Senior Service Advisor in lanson Toyota for past 3 years, ensure customer satisfaction, service oriented, CSI factors, value added service, Target oriented.

As a senior service advisor need to attend 8 to 10 vehicles per day for service and delivered at least 50% on this.

I should receive all my vehicles with their previous service records comparatively we advised to the customers about present service that we have to do.

We should provide exact estimation amount for service approximate delivery time of the vehicle, and we should revise the same according to the requirement of service approval.

After completion of the job we should do the delivery preparation for all the vehicles and ensure the entire customer requests was completed.

We should billed 21 lakhs turn over for the month and at least 70000.00 per day. Ensure achievement of target records every month.

**Asst-manager- Customer Care VST AUTO AGENCY (Apr 2012– Sep 2013)**

Taking care of entire back office activity, customer retention, marketing activity, PSF calls, top 2 box rating, motivating service advisors, call process follow up and generating vehicle inflow to the workshop.

**KEY RESPONSIBILITIES**

* Managing Customer Escalations
* Vehicle inflow Responsibility
* Taking care of work shop amenities
* Fun Activity plans for customers
* Event Organizing
* Chauffer’s training

**Warranty In charge VST Service Station (June 2010 to march 2012)**

1. Prepare and process warranty claims for submissions to PAP/PAG via the WWS warranty system.
2. Monitor the status of warranty claims after submission.
3. Inform the After-Sales Manager / Service & Workshop Manager / Workshop Executive of rejected claims; to review and re-submit the claim to PAP/PAG.
4. Provide weekly report on warranty claim status to After-Sales Manager / Service & Workshop Manager / Workshop Executive
5. Responsible for labelling warranty tagged and upkeep of warranty/goodwill parts and their disposal according to Porsche Guidelines.
6. Prepare and process warranty claims for submissions to PAP/PAG via the WWS warranty system.
7. Monitor the status of warranty claims after submission.
8. Inform the After-Sales Manager / Service & Workshop Manager / Workshop Executive of rejected claims; to review and re-submit the claim to PAP/PAG.
9. Provide weekly report on warranty claim status to After-Sales Manager / Service & Workshop Manager / Workshop Executive
10. Responsible for labelling warranty tagged and upkeep of warranty/goodwill parts and their disposal according to Porsche Guidelines.
11. Check at random the number of outstanding campaigns not completed through the WWS system to ensure that all recall campaigns are carried out accordingly.
12. Any other suitable duties assigned from time to time by the Management.

**Service advisor VST Service Station (OCT 2007 to MAY 2010)**

1. Attending JDP Customer vehicle service by daily basis and assuring the customer satisfaction.
2. Maintaining good relationship with customers.
3. Maintaining good records in CSI factors.
4. Maintaining 100% same day delivery.
5. Becoming team leader for JDP and providing tips speech in M&M area office for other branches.
6. Receiving much no of delight stories mail from customer side to OEM regarding service experience

**Career Achievements**

1. Attaining grade level from GR IV to GR I in VST.
2. Earn all over achievement certification for best Service Advisor, battery and tyre sales, Maxi care vehicle car care treatment.
3. Achieving best performer award in Lanson Toyota.
4. Highest Concern Reduction dealer in Zonal Wise at KUN Volkswagen

**Personal Details**

Full Name Saravanan T

Date of Birth 05-Aug-1985

Religion Hindu

Caste Brahmin

Father Name Mr. A.Thiruvenkadam

Marital Status Married

Languages Known English, Tamil (R, W, S)

Nationality Indian (Tamil Nadu)

**Technical Skills**

 1. MS-Office – Word, Excel, Power point.

 2. Working with SAP for Mahindra and Mahindra.

 3. Working with DMS for Mahindra and Mahindra.

 4. Working with CTDMS and I-crop Track system for Toyota dealership

 5. Internet Surfing and browsing

**Academic Qualification**

1. **H**igher secondary in kamban Karpagam Matriculation school karaikudi
2. ITI Refrigeration and AC Mechanism in DOTE.
3. BE Mechanical (NIBS)

**CTC Details**

Current CTC – 6L Per annum (FIXED) No incentives

**ADDITIONAL INFORMATION**

All the above information’s are true and best of my knowledge.

**Your’s sincerely**

**Saravanan. T**