



SREEJITH GOPALAKRISHNAN

CONTACT

 sreejithvillannur@gmail.com

 8089832727

PERSONAL INFORMATION

Date of Birth : 27.03.1990
Sex : Male
Blood Group : A+ve
Nationality : Indian
Religion : Hindu
Marital Status : Married
Father's Name : Gopalakrishnan V P

ADDRESS

Villannur Pattathil House
Thrikkumaramkudam bylane,
Ayyanthole P O
Thrissur - 680003
Kerala, India

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil
- Arabic [Read & Write Only]

OBJECTIVE

Dedicated automotive professional with over 9 years of experience in optimizing customer service and managing client's vehicles. Expert in work flow coordination, result in increase efficiency and customer satisfaction.

EXPERIENCE

- Experienced and qualified professional in Alfuttaim Motors with 9 years' experience in UAE.
- Worked as Clerk in THWICS from 2021 to 2023.
- Currently Taking Care of Own Family Business in Thrissur, Kerala, India

PROFESSIONAL EXPERTISE

- ◆ **Company Name** : **Al Futtaim Motors, Toyota**
- ◆ **Job Role** : **Technical Service Advisor**
- ◆ **Job Duration** : **March 2009 to Feb 2018**

ACADEMIC PROFILE

- **MBA IB** **2013**
University of Wollongong Dubai
- **B Com** **2011**
Annamalai University

PROFESSIONAL QUALIFICATION

- Institute of Motor Industry (IMIAL) National Vocational Qualification Level 3 Vehicle Maintenance & Repair, Light Vehicle.[UK]
- Institute of Motor Industry (IMIAL) National Vocational Qualification Level 3 Award in assessing candidates using a range of methods.[UK]
- Institute of Motor Industry (IMIAL) National Vocational Qualification Level 2 Vehicle Maintenance & Repair, Light Vehicle.[UK]
- Internal Auditor Training Course by BSS on Quality Management systems (ISO 9001:2008)

COMPUTER PROFICIENCIES

- Knowledge in SAP IS RETAIL AND SAP IS AUTO 6.0.
- Proficient in MS Applications (Word, Advanced Excel and PowerPoint and Outlook).
- Arranged & prepared a number of Presentations, Reports and Assignments in College as well as in the Company.
- Tally 6.0 & Peachtree Accounting.

SKILLS

- Communication Skills
- Motivation
- Creativity
- Passion
- Enthusiasm
- Organization Skills

HOBBIES

- Reading
- Travelling
- Listening Music
- Surfing Motor Trends
- Spending time with friends

REFERENCES

Gopalakrishnan VP

Parts Supervisor

Al Futtaim Honda

Mob: 7994160012

DUTIES & RESPONSIBILITIES

- ◆ Provided advisory to the Fleet/Retail Customers about necessary service for Routine Maintenance for Dubai Government Workshop, Dubai Municipality, Dubai Police, DEWA and Dubai Taxi Corporation.
- ◆ Forecasting & Planing maintenance requirements of Various Corporate customers & Raising Parts Acquisition.
- ◆ Receiving Vehicle from Fleet Customers, Allocating jobs to team of Technicians, Communicating necessary Jobs Required, Ensuring Quality of Jobs, Managing LPO's and On time Delivery.
- ◆ Updating SAP system on the Vehicle Status showing waiting for Parts, Ready for Delivery or Ready or Work- In- Progress.
- ◆ Claiming Warranty Requests to Toyota Motor Corporation for Technical Failures.
- ◆ Issuing and Releasing Different Vendors through SAP.
- ◆ Create RFQ for different Repairs outside the Agency.

TRAININGS IN ALFUTTAIM MOTORS

- ◆ Measuring tools 2008
- ◆ Toyota Team-21 Step I 2009
- ◆ Toyota Team-21 Step II 2010
- ◆ Toyota Team-21 Pro Tech 2011
- ◆ Hybrid Training on Lexus Models 2011
- ◆ Global Tec stream Training 2012
- ◆ First Aid, CPR Training 2011
- ◆ Electrical Training on Master board 2012
- ◆ Stall test, Compression test for Engine & transmission 2012
- ◆ Electrical training on Color codes & diagnosing 2012
- ◆ Airbag Training 2012
- ◆ Campaign trainings on Toyota Vehicles. 2008 to 2018
- ◆ New Model Training of Lexus LX570, IS300.
- ◆ **TSA 21 Developing Customer Mindset & Customer Handling 2014**

DECLARATION

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

SREEJITH GOPALAKRISHNAN