



## TONY THANKACHAN

- Service Manager
- Fleet Manager
- BodyShop Manager
- Works Manager
- Fleet incharge
- Customer Care Leader
- Service Advisor
- Team Leader
- Senior Service Technician

Email: [tonyommenptr@gmail.com](mailto:tonyommenptr@gmail.com)

(Total Experience: 14+ Years)

## PERMENANT ADDRESS

TONYS HOUSE  
PUTHOOR. P.O  
KOTTARAKKARA  
KOLLAM  
KERALA, INDIA, PIN:691507

CONTACT NO: **994 751 9636**  
**623 898 9078**

## PERSONAL DATA

Date of Birth : 03/05/1976  
Nationality : Indian  
Marital Status : Married  
Passport no : F0671239  
Date of Issue : 25/10/2024  
Date of Expire : 24/10/2024  
Place of Issue : Trivandrum  
Licence : **Valid GCC and Indian Licenses**

## Languages

English,Arabic,Hindi.

## PROFESSIONAL DOSSIER

### AUTOMOBILE SERVICE CAREER PROFILE

- Works Manager (Ashok Layland LCV)
- Fleet Manager ( Trans Gulf –Kano, Bahrain)
- Body Shop Manager (Maruti Suzuki PIN-1087677)
- Service Manager
- Fleet Manager
- Customer Care Leader
- Service Advisor/Service Team Leader
- Senior Service Technician

## CAREER OBJECTIVE

To leverage my 14 + years of experience in the Motor vehicle industry and strong managerial skills as a Workshop Manager, Fleet manager, BodyShop Manager, Floor in charge, etc. Seeking a challenging role in a reputable organization where I can contribute my expertise to drive operational efficiency, ensure exceptional quality standards, and foster a motivated team environment. My goal is to enhance customer satisfaction, optimize workflow processes, and achieve profitability while staying abreast of industry trends and implementing innovative solutions.

## PROFESSIONAL EXPERIENCE

**Indus Motors : Ashok Layland**

**Position : Service and body shop Manager**

**Period : 2023 to 2024**

- Facilitated Pre-repair and post repair inspection
- Facilitated entry, maintenance, management and retrieval of work related information by using automated Equipment Management Information System.
- Performed road testing and quality inspection of repaired vehicle to ensure its proper Functioning.
- Prepare scope of work and work schedules for all assigned faulty vehicles.
- Ensured safety cleanliness and tidiness of shop equipments tools and premises.
- Facilitated supervision, training and management of Vehicles technicians and apprentices at work place.
- Certification supervising all juniors to attain maximum efficient and productive to the organization
- Managing body shop and service division with 15 staffs including accounts, administration, supervisors and technicians
- Administrative responsibilities
- .Handling Automotive Insurance claims

## PROFESSIONAL EXPERIENCE

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**Company** : Transgulf Kanoo Group, Bahrain ( Toyota, Kingdom of Bahrain )  
**Position** : Fleet Manager  
**Period** : 2012 Feb to 2020

### Company Profile

**Kanoo Baharain** is a leading automobile rental and service provider in Kingdom of Bahrain for multy brands Vehicles (Heavy and passenger)

Managing Service & body shop division with 32 staffs including accounts, administration, supervisors and technicians

- Handling fleet vehicles (commercial and passenger,85 Nos) in service and body shop division (German,Indian,sweedish,Japanese and Korean
- Administrative responsibilities
- Handling Automotive Insurance claims
- Ensure customer satisfaction and highest level through.
- Providing proper training and updates to drivers and technicians from the manufacturer
- Staff evaluation and ,monitoring and recruitment responsibilities
- Implement new strategies for cost control
- Follow the management protocol and safety measurement of country's transport authority

## PROFESSIONAL EXPERIENCE

**Company** : Maruti Suzuki (AVG Motors)  
**Position** : Bodyshop Manager  
**Period** : 2021 To 2023

### Company Profile

M/s AVG Motors one of the leading dealers for, the brands of Maruti Suzuki Passenger and commercial vehicles in Kerala

### *Nature of job*

- Estimating, measuring and determining the quantum and description of the subject under loss;
- commenting on salvage and its disposal wherever necessary
- satisfying queries of the insured/insurer and of persons connected thereto in respect of the claim/loss
- - Handling Automotive Insurance claims.
  - Analyzing and Assessment of Vehicle for accident survey
  - Customer service
  - On road assistance
  - Regular monitoring revenue and profitability and implementing new strategy if needed

## PROFESSIONAL EXPERIENCE

**Company** : Saudi Insurance Co. Allianz  
**Position** : (Ass: Surveyor Automotive Claims)  
**Period** : 2003 To 2012

**Company Profile** : M/s Saudi Insurance company is one of the leading general health and automotive Insurance company in Kingdom of Saudi Arabia

### *Nature of job*

1. Makes a fair and objective assessment of the damage, based on the terms and conditions of the insurance policy
2. Examines the damage to the vehicle and investigates the circumstances of the loss.
3. Advises the insurer and insured on loss minimization, loss control, security, and safety measures
- 4 surveying and assessing the loss on behalf of dealer.
5. Commenting on salvage and its disposal wherever necessary

## PROFESSIONAL EXPERIENCE

**Company:** ALFOUZ Services, Kingdom of Bahrain

**Position** : Fleet Incharge

**Period** : 2002 to 2003.

### *Nature of job*

- Managing body shop and service division with 65 staffs including accounts, administration, supervisors and technicians
- Administrative responsibilities
- Handling Automotive Insurance claims
- Ensure customer satisfaction at the highest level through.
- Providing proper training updates to technicians from the manufacturer
- 24/7 breakdown attention.
- Assessment and control of cost of repair.
- Advise customers on taking care of their vehicles totally trouble-free maintenance costs.

## TRAININGS COMPLETED

- Service Management Training Program in Toyota Training DIV. Bahrain.
- Lexus Service Advisor Training Program (H-SAP level 1 at HMIL Cochin
- M/s. Ashok Leyland BS4 Training at Hosur Plant.

## EDUCATIONAL QUALIFICATION

- Diploma in Automobile engineering
- Bachelors degree
- Technical high school leaving certificate

<b>Declaration</b>
I hereby declare that the entropy acknowledged is precise to the best of my cognition and impression. I have not recouped any information that might reasonably be calculated to adversely impact my suitability for employment.
<b>TONY T</b>

Tony Thankachan