**CURRICULUM VITAE**

**RAMESH V V**

#No.88/2,5th Street,

 Kamaraj Nagar Avadi Chennai- 600071

 Mobile No: +91 9080806658

Email:26vishnu96@gmail.com

**Objective:**

To serve the organization by providing quality solutions using my knowledge, analytical experience, innovative approach in the field of engineering while being resourceful, innovative and flexible.

**Academic Profile:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Institution** | **Year of completion** | **Percentage/CGPA** |
| Diploma in Automobile | Sri ram polytechnic collage Veppampattu | 2016 | 74% |
| HSC | R.C.M Higher secondary School, Avadi. | 2014 | 62% |
| SSLC | Govt.Higher secondary School, Avadi. | 2012 | 60% |

**Professional Experience:**

 • Technician-Sri Balaji motors **( MAHINDA FIRST CHOICE )** multi brand car care .

 Since -April 2016 to July 2017.

 • Customer care executive -Popular Vehicle Service Pvt.Ltd Dealer Of **MARUTI SUZUKI**.

 Since -July 2017 to December 2017.

 **•** Service advisor-Popular Vehicle Service Pvt.Ltd Dealer Of **MARUTI SUZUKI**.
 Since -December 2017 to November 2021.

* Service advisor-Sundaram Motors Pvt.Ltd Dealer Of **Mercedes benz** .
 Since -November 2021 to December 2022
* Service advisor -Kun exclusive Pvt.Ltd Dealer Of **BMW**
since -December 2022 to February 2024.
* Service advisor - VST Grandeur Pvt .Ltd Dealer of **JLR(Jaguar and Land rover)**
since – February 2024 To Jan 2025.
* Customer Experience Manager MM MOTORS Dealer of **MAHINDRA & MAHINDRA.**

Since- Jan 2025 to Till date.

**Software handled:**

* **DMS (Documents of Maruti Suzuki)**
* **ISPA Next**
* **AIR**
* **Net suite**
* **ETK (BMW,JLR,MAHINDRA&MAHINDRA,BENZ)**
* **ERP (Enterprise** **Resource planning)**
* **MS-Office**
* **Sieble**

**Strength:**

* Good managing skills.
* Ability to work independently as well as in a team.
* Willing to take new challenges.
* Take a leadership and lead a good team.

**Job profile:**

* Maintenance of all Service Advisor related Documents.
* Service Advisor related activities like Maintaining CEI score& NPS, Instant feedback card ,Post service follow-up .
* As a Customer Experience Manager taking care of advisors and dealing with concern customers and also taking care business part with value added service, warranty, road side assistance.

**Job Achievements:**

* Best service advisor for target achievement.
* Best service advisor for customer satisfaction for continuous 3 month.
* Best CEI SCORE for the month 4 times.
* Best of Handling lost customers.
* ZERO detractor for continuous 4 months as a Service advisor.

**Personal Details:**

 Fathers’ Name :Venkatesan D

 Date of Birth : 26 June 1996

 Gender : Male

 Marital Status :Married

 Language known : Tamil, English.

Date: 30/05/2025 Yours Faithfully

Place: Avadi (RAMESH.V.V)