

# OMKAR RAVINDRA BACHIM | Spare Parts Professional

Results-driven professional with 5+ years of experience in automotive service management, spare parts inventory control, and customer relations. Adept at streamlining operations, optimizing workflows, and ensuring precise inventory management to meet organizational goals. Proven expertise in enhancing customer satisfaction, reducing service turnaround times, and achieving sales growth through targeted strategies. Skilled in coordinating with teams, managing warranty and insurance claims, and leveraging MIS tools for effective reporting and decision-making. Committed to delivering excellence in dynamic, fast-paced environments.

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## PROFESSIONAL EXPERIENCE

### **EH. Turel Sales Corporation , Mumbai**

#### **Spare Parts Professional | February 2024 – Present**

- Improved inventory accuracy by 20%, reducing stock discrepancies and enhancing operational efficiency.
- Performed invoicing, GRN processing, and regular stock counts to maintain accurate inventory records.
- Streamlined spare parts logistics, decreasing delivery times by 15% and ensuring seamless operations.
- Identified slow-moving and fast-moving parts, optimizing inventory levels to reduce holding costs and improve availability.
- Delivered excellent customer service by addressing queries, fulfilling requirements, and ensuring high satisfaction rates.
- Streamlined operations by solving customer issues promptly, improving overall efficiency and customer retention.

### **Micheline , Mumbai**

#### **Tire Technician | November 2022 – January 2024**

- Conducted over 500 tire inspections across fleet vehicles, ensuring compliance with safety standards.
- Reduced tire-related downtime by 25% through proactive maintenance scheduling.
- Introduced a digital record-keeping system for tire inspections, enhancing data accessibility and reporting accuracy.
- Provided technical recommendations to fleet supervisors, ensuring optimal vehicle performance.

### **Maruti Suzuki (Sai Service), Mumbai**

#### **Body-shop Advisor | March 2022 – October 2022**

- Scheduled and managed customer appointments, ensuring efficient work-flow and timely service delivery.
- Accurately documented customer concerns and identified necessary repairs for the vehicle, providing clear and detailed job instructions to the technical team.
- Coordinated the availability of technicians, tools, and parts required for timely and effective completion of repair jobs.
- Managed invoice payments and ensured a smooth vehicle handover process, enhancing customer satisfaction.
- Intimated customers about the insurance claim process, explaining the required documentation and next steps.
- Prepared and provided detailed repair quotations for insurance claims, ensuring transparency and clarity.
- Collaborated with insurance surveyors to inspect vehicles and facilitate smooth claim settlement processes.

## CONTACT DETAILS

**Address:** Mumbai, India  
**Contact:** +91 9545218475  
**DOB:** 27<sup>th</sup> Aug 1996  
**Nationality:** Indian

## EDUCATION

**Diploma in Mechanical Engineering** – Sahyadri Polytechnic, Sawarde | **66.12%** | 2018 | MSBTE

## ACHIEVEMENTS

- ✓ Reduced stock discrepancies by 20% through enhanced monitoring and accurate documentation.
- ✓ Increased sales revenue by 15% through precise inventory forecasting and implementation of targeted sales strategies.
- ✓ Reduced service turnaround time by 30% by optimizing workflows and improving coordination between departments.
- ✓ Achieved a 95% customer satisfaction rate through prompt service and effective communication.
- ✓ Accelerated the insurance claim settlement process by 30%, reducing delays and ensuring customer satisfaction.
- ✓ Improved spare parts availability by maintaining a 95% inventory accuracy rate.
- ✓ Reduced procurement costs by 10% through effective supplier negotiations.

- Delivered a superior customer experience by addressing all customer queries and ensuring their satisfaction with body shop services.

#### A.K. Autoriders, Chiplun

##### Automotive service advisor , Store In-charge | September 2020 – March 2022

- Managed daily workshop operations, overseeing service scheduling and technician assignments to ensure timely vehicle servicing.
- Conducted detailed discussions with customers to diagnose issues and recommend service or repair solutions, boosting satisfaction levels.
- Supervised spare parts inventory, maintaining 95% accuracy and reducing lead times by 20% through effective stock management.
- Coordinated between the workshop and parts department, ensuring the availability of required spare parts for seamless operations.
- Implemented workflow improvements that increased workshop productivity by 15% and reduced service turnaround times.
- Trained and guided junior advisors and technicians, fostering teamwork and enhancing service quality

#### Unique Motors, Chiplun

##### Automotive Service Advisor | January 2018 – March 2020

- Scheduled and managed customer appointments, ensuring efficient service delivery and timely follow-ups.
- Provided expert guidance to customers regarding service options and repair solutions, boosting satisfaction rates.
- Enhanced service upselling opportunities, contributing to a 10% revenue increase.
- Delivered a superior customer experience by addressing queries promptly and transparently.
- Reduced warranty claim rejection rates by 10% through improved documentation and verification processes.

## PROJECT EXPERIENCE

- Inventory Optimization at EH. Turel Sales Corporation** Streamlined spare parts inventory and order management processes, improving stock accuracy by 20% and reducing discrepancies through systematic GRN handling and stock counts.
- Tire Maintenance Workflow at Michelin** Designed and implemented a digital tire inspection record-keeping system, reducing documentation time by 30% and enhancing data accessibility for fleet operations.
- Insurance Claims Process Improvement at Maruti Suzuki (Sai Service)** Developed and standardized an insurance claim workflow, cutting claim processing time by 30% and improving customer satisfaction rates.
- Workshop Productivity Enhancement at A.K. Autoriders** Led efforts to optimize daily workshop operations, increasing productivity by 15% through improved service scheduling and technician coordination.
- Customer Upselling Initiative at Unique Motors** Introduced value-added service options during customer interactions, resulting in a 10% revenue increase through successful upselling efforts.

## FUNCTIONAL SKILLS

- ✓ **Inventory Management :** Stock monitoring, GRN handling, and spare parts logistics.
- ✓ **Customer Service :** Query resolution, repair quotations, and relationship management.
- ✓ **Automotive Service Advisory :** Scheduling, diagnostics, warranty, and insurance claim processing.
- ✓ **Tire and Fleet Maintenance :** Inspections, technical recommendations, and fleet coordination.
- ✓ **Body Shop Operations :** Repair work-flows, insurance surveys, and claim settlements.
- ✓ **Store Operations :** MIS reporting, data tracking, and process optimization.
- ✓ **Sales and Documentation :** Invoice creation, purchase orders, and returns management.
- ✓ **Team Collaboration :** Coordinating with technicians, fleet supervisors, and vendors.

## TECHNICAL SKILLS

- ✓ **Tire Inspection & Maintenance :** Tread analysis, wear pattern identification, and valve quality checks.
- ✓ **Inventory Management Systems (IMS) :** Stock tracking, GRN handling, and order processing.
- ✓ **Automotive Diagnostics :** Identifying vehicle issues and recommending repairs.
- ✓ **Service & Repair Scheduling :** Appointment management and work-flow optimization.
- ✓ **Sales & Invoicing Software :** Generating quotes, sales invoices, and order documentation.
- ✓ **Warranty & Insurance Processing :** Claim management and insurance survey coordination.
- ✓ **MIS Reporting :** Data tracking, inventory reports, and performance analysis.

## PROJECT EXPERIENCE SOFTWARES

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- **CRM & Finance and Operations** – Customer relationship management and financial operations management.
- **IERP** – Integrated enterprise resource planning for inventory and workflow optimization.
- **Tuhund** – ERP software for spare parts management and logistics.
- **EPC (Electronic Parts Catalogue)** – Digital catalog system for identifying and managing spare parts.