

VINEETH KUMAR

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🏠 12/6-1, Indira Nagar, Kannampalayam, Coimbatore – 641402

Professional Summary

Experienced Service Manager with over 11 years in the automotive industry, including electric vehicles. Proven expertise in workshop operations, team supervision, customer satisfaction, and service process improvements. Skilled in managing technicians, implementing service protocols, and achieving performance targets in high-paced environments.

Career Objective

To leverage my technical and managerial skills in a progressive organization that values innovation and offers opportunities for growth in the automotive or EV service domain.

Key Skills

- Workshop & Service Management
- Customer Relationship Management
- Team Leadership & Staff Training
- Vehicle Diagnostics & Troubleshooting
- Inventory & Spare Parts Management
- Warranty Handling & Documentation
- Process Improvement & Quality Control
- Electric Vehicle Maintenance Exposure

Technical Proficiency

- Hands-on experience with two-wheeler and four-wheeler service tools
- Familiar with service CRM and job card management systems
- Knowledge of EV drivetrain, battery systems & basic BMS
- Basic computer proficiency (MS Office & email communication)

Academic Profile

Qualification	Institution	Year of Passing
ITI – Motor Mechanic Vehicle	Ambal Auto, Coimbatore	2013

Higher Secondary	St. Thomas HSS, K.K. Pudur, Coimbatore	2011
SSLC	St. Thomas HSS, K.K. Pudur, Coimbatore	2009

Work Experience

- Service Manager – BNC Electric Vehicles, Coimbatore (Nov 2023 – Present)
 - Led the service operations for EV two-wheelers
 - Implemented best practices for EV maintenance and customer satisfaction
- Service Manager – Hero Service Center, Coimbatore (Nov 2020 – Oct 2023)
 - Oversaw daily workshop functions and managed service targets
 - Supervised a team of 15+ staff including technicians and service advisors
- Service Supervisor – Hero Service Center, Coimbatore (Nov 2019 – Oct 2020)
 - Coordinated service schedules, follow-ups, and customer issues
- Technician – T.V. Sundaram Iyengar & Sons Pvt. Ltd, Coimbatore (Oct 2012 – Oct 2019)
 - Performed diagnostics and repairs on multi-brand vehicles
 - Assisted in training new technicians

Personal Information

- Date of Birth: 26/09/1993
- Gender: Male
- Marital Status: Married
- Nationality: Indian
- Mother Tongue: Malayalam
- Languages Known: Tamil, English, Malayalam
- Father's Name: M. Selvan

Declaration

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

Place: Coimbatore

Date: 08/05/2025

Signature

Vineeth Kumar