

# VISHVRATNA SUDARSHAN SHEGAONKAR

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## Designation

- Service Advisor

## Experience

- Sai Service PVT LTD (Maruti Suzuki)** 18-04-2025 - Currently working  
Service advisor
  - Customer and Service Engineer Communication:** Maintain clear and professional communication with customers and service engineers to address concerns and provide updates
  - Technical Problem Solving:** Utilize diagnostic tools, such as SDT Software Diagnostic Tool, to identify and resolve technical issues efficient
- Satish motors Pvt Ltd Jalna (Tata motors)** 06/2021 - 05/2023  
Service Advisor  
Lead and Manage Team Operations
  - Customer and Service Engineer Communication:** Maintain clear and professional communication with customers and service engineers to address concerns and provide updates
  - Technical Problem Solving:** Utilize diagnostic tools, such as Cummins Software and Tata Diagnostic Tool, to identify and resolve technical issues efficient
  - Warranty Verification and Processing:** Conduct warranty checks and liaise with the Customer Support Manager (CSM) for warranty a breakdown-related matters
  - Collaboration with Ancillary Dealers:** Coordinate with ancillary dealers to address and resolve warranty-related concerns promptly
  - Supervise and Coordinate Technicians:** Effectively manage and oversee the activities of all technicians, including mechanics and electricians, ensuring efficient workflow and task completion
- Tata Motors Ltd Manufacturer in Jamshedpur, Jharkhand** -  
BS6 Engine Training internship  
7 days BS6 Engine Traning
  - Dosing System**
  - ATS (After-Treatment System) and Dosing Valve**
  - Full Regeneration System**
  - Common Rail Fuel System**
- Gadre autocon Pvt.LTD ( Mahindra )** -  
Trainee internship  
Automobile training
  - Doing an Automobile Internship During College**
  - 15-Day Training Internship**

## Education

| Course / Degree                                   | School / University                             | Grade / Score              | Year           |
|---|---|----------------------------|----------------|
| Bachelor of Engineering In Mechanical Engineering | College of engineering and technology Akola     | Cumulative CGPA: 9.76      | Passout - 2021 |
| Higher secondary certificate (HSC)                | JES college of arts, commerce and science Jalna | Cumulative Present: 57.60% | 2015 - 2016    |
| Secondary School certificate (SSC)                | SMS jain School Jalna                           | Cumulative Present: 63.20% | 2013 - 2014    |

## **Skills**

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- Tata CRM(Customer relationship management)
- Good in diagnostic tools(Cummins software and Tata TDS tool)
- Good Knowledge in Automobiles (fuel system, cooling System, dosing system, gear box , differential And Engine components etc)
- IC Engine
- Problems solving
- Good communication skills
- Quick learner
- Word, Excel, PowerPoint
- Maruti SDT Software
- Maruti Suzuki DMS

## **Interests**

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- Swimming
- Pam Reading

## **Languages**

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- English
- Hindi
- Marathi