

Ashutosh kumar Singh

PROFESSIONAL SUMMARY

Customer-focused professional with experience in client coordination, account handling, and financial documentation, currently working as a Body Shop Advisor. Skilled in customer relationship management, handling insurance claims, data management, and providing high-quality service. Previously worked in Back Office and HR Operations, managing attendance, onboarding documentation, payroll coordination, and compliance. Strong knowledge of banking operations, KYC, loan processing, and credit risk management, along with proven skills in customer service, financial data handling, and cross-departmental coordination within fast-paced environments..

WORK EXPERIENCE

Body Shop Advisor

KOnccept Mahindra Noida sector 59

(05-04-2025 to 01-08-2025)

Key Responsibilities:

Act as the primary point of contact between customers and the workshop for vehicle body repairs.

- Prepare and issue job cards with accurate repair details and cost estimates.
- Inspect vehicles to assess damage and coordinate with insurance surveyors for claim approvals.
- Advise customers on repair timelines, costs, and progress updates.
- Coordinate with the workshop team to ensure timely and quality completion of repair work.
- Conduct final inspection before vehicle delivery to ensure work meets company standards.
- Handle customer queries, complaints, and after-service follow-ups to ensure satisfaction.

Back office

(05-01-2025 to 31-03-2025)

Motherson Sumi System Ltd

Sector 84 Noida.

Key Responsibilities:

- Maintain employee attendance records and update them on a daily basis.
- Handle documentation and data entry for new employee joining processes.
- Update and verify employee details in the database (using Excel, MS Word, and internal software).
- Maintain leave records and overtime details.
- Manage filing and record-keeping of office documents.
- Coordinate with the HR and payroll teams regarding attendance and joining-related queries.

EDUCATION

Bachelor of computer Application (B.C.A)-75%

Munshi Singh College, Motihari – Bihar University

Duration: 2022 To 2025.

Specialization: Computer Applications.

Senior Secondary (12th) – 64%

Government Inter College, Turki – BSEB Board

Duration: 2020 to 2022

Stream : I.S.C (P.C.M)

Secondary (10th) – 59%- BSEB BOARD

Pass out- 2020

CONTACT

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Current Location- Noida sec 49

Barola

Permanent Add – Village & post

Gawandra , Chakiya ,East

Champaran ,845426

SKILLS

- Customer Handling
- Customer Service & Client Coordination
- Problem-Solving & Complaint Handling
- Data Entry/MIS
- Banking Operations
- Target Achievement
- KYC Compliance
- Data Management & Documentations

LANGUAGES:

English: Medium.

Hindi: Fluent.

