



KARIKALAN L

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ABOUT ME

Automotive Professional having 20+ years of experience in after sales support, maintenance operations, and customer service management in the heavy equipment and commercial vehicles. Demonstrated ability to manage large service teams, drive uptime, ensure client satisfaction, and coordinate with manufacturing and design teams. Proven ability to streamline service processes, train technical staff, and coordinate with OEMs for escalated support.

KEY SKILLS

- Service Operation Management
- Team Building & Training
- Customer Retention & Service
- Root Cause Analysis & Troubleshooting
- Strategic Planning & Execution
- Quality Control
- Market Trend Analysis
- Technical Report Preparation

EDUCATION

2009 - 2012	M.I.T (Anna University)	M.E Automobile Engineering
2002 - 2005	Annamalai University	M.B.A Marketing
1990 - 1994	I.R.T.T (Bharathiar University)	B.E Automobile Engineering

EXPERIENCE

April 1996 - March 2006 Bharat Earth Movers Ltd.	Asst. Manager – Service <ul style="list-style-type: none">• Lead a team of technicians, service advisors, and support staff to ensure the smooth operation of the service department.• Develop and implement effective service processes, resulting in increase in efficiency and customer satisfaction.• Manage customer inquiries, complaints, and feedback, addressing concerns promptly and maintaining high levels of customer satisfaction.• Conducted training sessions on product knowledge, soft skills, and negotiation tactics.• Monitored dealer performance and implemented corrective strategies for underperforming outlets
April 2006 - Aug 2009 Swaraj Mazda Limited	Asst. Manager – Product Support <ul style="list-style-type: none">• Supervised a team of Service Engineers, ensuring high-quality repairs and timely service delivery.• Improved customer satisfaction by reducing the downtime of the vehicles and implemented process improvements that increased service efficiency.• Monitored and managed the department's monthly budget, achieving cost savings without compromising service quality.• Maintained compliance with manufacturer guidelines and environmental safety regulations.• Managed warranty claims processing, saving in recovered costs annually

Sep 2009 - May 2025
Teaching & Research

Professor/Asst. Professor/Lecturer in Various Engineering Colleges

- Led automobile engineering department at VISTAS (VELS University) and overseeing academic and research activities.
- Spearheaded curriculum modernization to align with industry trends.
- Established strategic collaborations with industries for joint research projects and student internships.
- Organized workshops and industry-academia collaborations on automotive materials and electric vehicles.
- Developed and taught advanced courses in the area of internal combustion engines and vehicle systems and dynamics.
- Led student team to SAE BAJA with hands-on engineering/prototyping experience. Published 60+ papers/patents in advanced automotive technologies such as automotive systems/I.C Engine/Alternate Fuels/Materials, etc.
- Played a key role in obtaining and maintaining accreditation (NBA, NAAC)

TRAINING UNDERGONE

- ZF Transmission and Axles at ZF Passau, Germany in July 2003.
- Diesel Engines at BEML, Mysore Engine Division in August 1999.
- Management Development Program at HAL Staff College, Bangalore in June 1996.

MEMBERSHIP IN PROFESSIONAL BODIES

- Lifetime Member of Institute of Engineers, India (MIE)
- Lifetime Member of Indian Society of Technical Education (MISTE)
- Member of International Association of Engineers (IAENG)
- Member of Hong Kong Chemical, Biological & Environmental Engineering Society (HKCBEEES)
- Member of Institute for Engineering Research and Publication (IFERP).

PERSONAL DETAILS

Date of birth: 19.06.1972

Languages : English, Tamil, Kannada

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