

## **Krishan Chandra Gupta**

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### **CAREER OBJECTIVE**

Seeking an opportunity in an organization of repute which recognize my true potential while nurturing my innovating and technical skills.

### **PROFILE SUMMARY**

- Results-driven automotive service manager with 7 year of experience in leading high performing service teams proven track record in maximizing customer satisfaction, streamlining operations and driving revenue growth, adept at implementing cost saving strategies, cultivating strong client relationship, committed to maintain highest quality standard while ensuring a safe and productive work environment.

### **PERSONAL QUALITIES**

- Highly motivated and eager to learn new things.
- Strong motivational and leadership skills.
- Ability to produce best result in pressure situation.
- Good communication skills.
- Ability to work as individual as well as in group.

### **ACADEMIA**

- Mechanical engineering from Sagar Institute of Research and Technology Bhopal batch 2013-17 with 69.9%
- Passed Higher Secondary from Saraswati Bal Mandir Higher Secondary School Bhopal in year 2012 with 81%
- Passed High school from Ankit Bal Mandir Higher Secondary School Bhopal in year 2010 with 79%

### **TECHNICAL QUALIFICATION EXPERIENCE**

- *Joined SETHI TOYOTA Khargone as service head since Sep24.*  
As service head my job is to devise monthly business target in concurrence with yearly business plan, last month's achievement, last year same month achievement, market scenario, vehicle load and existing manpower capability. Devise monthly marketing plan with allotted budget, Ensure all hand tools are available, Ensure all co-dealers transactions are done on pre-paid basis, Work on productivity of bays, technicians & SAs in generating revenue and enhancing customer handling & technical capabilities, Ensure spare parts total stock must be maintained under budget, Ensure low TAT for body shop Ros, work hygiene on floor, filing & documentation of body shop customers and co-ordination with insurance companies. Customer files are to be allotted numbers and database needs to be maintained by body shop manager. Ensure all special tools are accounted for in special tools register and audit them once in a quarter, Focus on reducing dead inventory, reducing repetitive ordering of auto-indenting parts and review of slow-moving parts.
- *Joined central Hyundai Khandwa as service manager since January 2024 to Aug 2024*  
As a service manager my job is to take morning meeting, review on open RO, Review on previous day's escalation, Ensure NDC by SAs and appointment follow-ups, co-ordination with Cotek, QC, FC and warranty manager, Quick service- monitoring, Skill matrix review to track quality of manpower, Review training matrix of manpower, Monitor Service Quality scores.
- *Promoted as assistant service manager since January 2023 to Dec 2023*  
As a service manager my job is to run an efficient and profitable service department. It includes choosing and overseeing productive staff, customer retention, and cost controls maintenance of all service records and achievement of set objectives.
- *Joined RENAULT SERVICE BHOPAL as service advisor since March 2018*  
As a service advisor my job include greeting customers, scheduling service , appointments, writing service

orders and descriptions of the different problems and repairs as well as, translating the customer's repair problems into a comprehensible language for the customer. We also catalogue customers concerns and comments and explain the repair to the customers .we also test-drive vehicles to confirm the service repair, estimate the cost and time for air repairs and handle all the customer complaints

- One year experience at BANGERA PRODUCTS as production supervisor from jan 2017 to march 2018
- Six month experience at ATTRACTIVE TVS Bhopal as service advisor.

### TRAINING

- Attended training at B.H.E.L. Bhopal.
- Attended training at C.I.P.E.T Bhopal.
- Attended training at RENAULT Ahmadabad.
- L1 training for service manager at Regional training center Hyundai India.

### ACADEMIC PROJECT

- Electromagnetic induction braking system.

Electromagnetic braking means applying brakes using electronic and magnetic power. Here we use the principle of electromagnetism to achieve friction less braking. This tends to increase the life span and reliability of brakes since no friction leads to less wearing out of brakes.

- Model of Oldham coupling.

Oldham couplings are three-piece flexible shaft couplings that are used to connect driving and driven shafts in mechanical power transmission assemblies. Flexible shaft couplings are used to counter parallel misalignment that occurs between connected shafts and, in some cases, to absorb shock.

### OTHER EXPOSURES

- Captain of cricket team in inter- college cricket competition.
- Volunteer for vehicle standard control at rpm elite techno group.
- Team member in social working committee at Segar Institute of Research and Technology Bhopal.
- Winner of acting competition in inter school competition.

### Skill

- Communication skills.
- Technical and mechanical skills.
- Troubleshooting skills.
- Sales and management experience.
- Marketing Interpersonal and customer service skills.
- Organizational skills.
- Extensive knowledge of automobile repair.
- Ability to read and interpret technical manuals.

### PERSONAL DETAILS

**Father's name:** Shree Jagjeevan lal Gupta

**Blood group:** o +ve

**Date of Birth:** 22/12/1994

**Languages:** Hindi, English

**Address:** Plot no 118 vidhya sagar dham, khejra road near bhanpur bridge Bhopal.

