

# CURRICULUM VITAGE

## NAVAL KUMAR SINGH

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### Permanent Address

M/57 CRO CAMP RAJNAGAR COLLIERY,  
DIST- ANUPPUR (M.P.) PIN- 484446

### Personal Information

**Name:** NAVAL KUMAR SINGH

**Father's Name:** MR. RAKESH KUMAR SINGH

**Mother's Name:** MRS. RANJU DEVI

**Date Of Birth** : 21/06/1992

**Sex** : Male

**Nationality** : Indian

**Marital Status** : Married

**Linguistic Repertoire** : English ,Hindi,

**Strength** : Always Ready for task, Smart work, Honest, Keen Listener, Commitment & Hard working, Ability to work in a team as well as at individual level

**Hobbies** : Interacting with people, playing cricket, Watching Movies, Listening to music, trawling, tracking.

## Professional Summary :

Experienced Fleet Maintenance Supervisor with nearly 7 years in the automotive industry. Demonstrated success in leadership, organizational problem-solving, and customer service. Proven track record of managing and implementing bus fleet maintenance, enhancing team performance, and ensuring customer satisfaction. Adept in handling high-stress situations, conflict resolution, and compliance with safety standards. Seeking a challenging position to leverage my skills and experience.

## Professional Qualifications:

**Degree-** Bachelor of Engineering (Mechanical Engineering)

**College-** IES College Of Technology Bhopal.

**University-** Rajiv Gandhi Technical University Bhopal.

## Academic Testimony:

Qualification	Institute / Board	Year of passing	Percentage
Bachelor of Engineering (ME Eng.)	IES college Of Tech. Bhopal	2015	59.30%
Higher secondary	MP Board	2010	54%
High school	MP board	2008	52.4%

## Professional Experience:

### Fleet Maintenance Supervisor, 01/02/2023- Current

*Veera Vahana Udyog Pvt. Ltd. (NUEGO Electric bus)- Bhopal*

- ❖ Managed and implemented required bus fleet maintenance.
- ❖ Oversaw programs to ensure buses were properly repaired, maintained, and serviced.
- ❖ Supervised work procedures and assigned personnel for bus maintenance.
- ❖ Resolved staff conflicts and maintained a professional environment.

- ❖ Evaluated employee performance and provided training to improve skills.

## **Customer Relationship Manager (CRM)**

*GoMechanic*

*July 2021 - January 2023*

- ❖ Managed customer interactions and relationships.
- ❖ Addressed and resolved customer inquiries and complaints.
- ❖ Developed customer service strategies to improve satisfaction and loyalty.
- ❖ Analyzed data to identify areas for improvement and coordinated with marketing teams.

## **Service Advisor**

*City Cars (A Unit of Agrawal Wheel)*

*May 2018 - July 2021*

- ❖ Advised customers on vehicle services and repairs.
- ❖ Coordinated with technicians to ensure timely service delivery.
- ❖ Maintained service records and handled customer transactions.
- ❖ Provided excellent customer service to enhance dealership reputation.

## **Accessories Manager & Accessories Store In-charge**

*Bhagawati Frontline Motorizer Pvt. Ltd.*

*April 2017 - May 2018*

- ❖ Managed store assets and ensured targets were met.
- ❖ Conducted quality checks and maintained inventory of parts.
- ❖ Provided customer service and handled complaints

## **Supervisor**

*Siddheshwar Industries Pvt. Ltd.*

*March 2016 - November 2016*

- ❖ Supervised daily operations and ensured compliance with safety standards.
- ❖ Diagnosed mechanical problems and determined cost-effective solutions.
- ❖ Trained staff on the proper use of tools and equipment.

## **Skills:**

- ❖ Fleet Maintenance Supervision
- ❖ Customer Relationship Management
- ❖ Service Advising
- ❖ Team Leadership
- ❖ Problem-Solving
- ❖ Conflict Resolution
- ❖ Technical Expertise in Electric Vehicles
- ❖ MS-Office, Google Drive, Internet
- ❖ SAP
- ❖ DMS (M&M, Maruti Suzuki, AMNEX)

## **Projects Undertaken:**

## Major Project : Cooling heater

- ❖ **Description :-** Model representation of cooling & heating at room.
- ❖ **Role :-** As a Model representative & documents.

## Industrial Training:

Maruti Suzuki Maintenance and Service (30 days)

## Extra-Curricular Activities:

- ❖ Participated in several school & college functions
- ❖ For college magazine contributed for my college's tabloid
- ❖ Event organizer and volunteer in school and college annual day functions and other technical events.

## Declaration:

I hereby declare that all the information furnished above is true to the best of my knowledge and belief. If given a chance to serve your company, I will utilize my abilities for the welfare and growth of the organization.

**Date:**

**(NAVAL KUMAR SINGH)**

**Place:** BHOPAL