

SHUBHAM BHANUDAS MANE

Automobile Service Station Manager

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SB

EXPERIENCE

Relationship Manager

Hansa Direct Pvt Ltd for Mahindra & Mahindra

📅 09/2024 - TILL DATE 📍 Mumbai

A company managing customer relations and services for Mahindra & Mahindra.

- Listen attentively to customer concerns or complaints, demonstrating empathy and understanding.
- Maintain accurate records of customer interactions, service appointments, and follow-up communications using our CRM/DMS system.
- Coordinate with the service team for timely service completion and communication updates to customers.
- Developed strategies to improve service quality and responsiveness in customer interactions.
- Managed critical customer relationships across 900 workshops pan India.

Service Advisor

Shivam Autozone Nexa

📅 04/2024 - 09/2024 📍 Mumbai

An automobile service department under Nexa managing service advisory services.

- Managed day-to-day operations of the service department, overseeing personnel and scheduling repairs.
- Upholds high standards of customer service, quality control, and regulatory compliance.
- Proven track record of effective team leadership and fostering a culture of continuous improvement.
- Skilled in customer relationship management, inventory management, budgeting, and regulatory compliance.

SUMMARY

I am a dedicated and results-driven automotive service professional with over 09 years of experience in the industry. My expertise spans customer relationship management, team leadership, and operational excellence. I continuously strive to enhance service quality and efficiency in my roles while successfully managing critical customer relationships. My passion for the automobile world drives my commitment to personal and professional growth.

KEY ACHIEVEMENTS



Improved Customer Satisfaction

Exceeded customer satisfaction rate by 20% within a year.



Effective Team Leadership

Led a team of 15 engineers to achieve 99% service completion rate.



Operational Efficiency Boost

Coordinated 900 workshops, boosting operational efficiency by 30%.

EXPERIENCE

Service Advisor

Viva Honda

📅 01/2021 - 01/2023 📍 Mumbai

A leading Honda service center focusing on customer service and vehicle repairs.

- Provided accurate estimates of repair costs, labor times, and parts prices to customers.
- Greeted customers and addressed their needs in a professional manner.
- Resolved customer complaints efficiently and courteously.

Co-Founder

Co-Founder - Royal Automan

📅 01/2020 - 01/2021 📍 Mumbai

A company providing automobile repair and maintenance services.

- Managing a team of service engineers (car/bike mechanics and electricians).
- Developed and maintained relationships with customers, vendors, and suppliers.
- Quick online and offline support for all customers.

Dealer Technical Leader (Diagnostic Engineer)

Simran Motors

📅 05/2019 - 01/2020 📍 Mumbai

Automotive service provider focused on vehicle diagnostics.

- Maintaining critical spare parts and updating records in Excel.
- Prepared monthly reports for senior managers.
- Troubleshooting technical faults and brainstorming solutions to challenges.

KEY ACHIEVEMENTS



Complaint Resolution Success

Resolved 95% of complaints within 48 hours, enhancing customer retention.

EXPERIENCE

Electrician

Shivam Autozone Nexa 📅 01/2016 - 01/2019 📍 Mumbai

Automobile service center specializing in electrical systems and diagnostics.

- Conducted routine service checks and troubleshooting of electrical system snags.
- Diagnosing CANBUS communication problems and compliance with service manuals.

Technician

SK Wheels 📅 01/2015 - 01/2016 📍 Mumbai

Automotive service provider specializing in electrical systems.

- Repaired faults in auto-electric system, including safety controls and lighting.
- Diagnosed excessive oil consumption and engine performance issues.

Trainee Technician

Sai Service 📅 06/2014 - 06/2015 📍 Mumbai

Automotive service workshop.

- Conducted wheel alignment, tire replacement, and brake cleaning.
- Followed recommended troubleshooting procedures as per workshop manual.

EDUCATION

Secondary High School

Mumbai 📅 03/2011 - 03/2012 📍 Mumbai

ITI in Motor Mechanic (MMV) (Petrol/Diesel Engine)

Mulund ITI training institute 📅 06/2012 - 06/2014 📍 Mumbai

NCVT. in Sai service 06/2014- 06/2015