



AKSHAI G SHAJI

MECHANICAL ENGINEER

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📍 Thyparambil [H]
chenkara p.o vandiperiyar
idukki peermade

About Me

Dynamic Mechanical Engineer and Assistant Workshop Manager with 2+ years of proven success optimizing mechanical systems through strategic service management and technical innovation. As AWM, I lead workshop operations—streamlining processes, enhancing productivity, and driving cost savings in client-focused environments. Skilled in thermodynamics, fluid mechanics, materials science, and system dynamics, I apply engineering fundamentals to deliver real-world solutions. My hands-on leadership—mentoring technicians, managing budgets, and enforcing safety protocols—ensures on-time project delivery and high client satisfaction. Passionate about sustainable, efficient engineering, I consistently exceed performance goals through data-driven decision-making and continuous improvement.

Education

Bachelor of Technology

B.Tech Mechanical Engineering

Mar Baselios Christian College of Engineering & Technology, Idukki Peermade (Affiliated to KTU)
2019 - 2023

12th Grade

St Marys h.s.s vellamramkunnu, kumily, idukki
2018-2019

10th Grade

St Marys h.s Marykulam, idukki, kattapana
2016-2018

Experience

○ Assistant Work Manager

JAN 2024-JUNE 2025

Mahindra & Mahindra Pvt. Ltd., Kattappana, Idukki Kerala

- Promoted from Service Advisor to Assistant Work Manager in oct 2024, recognizing exceptional performance in service operations and customer satisfaction.
- Lead a team of technicians, overseeing daily service operations to ensure timely and high-quality service delivery.
- Manage overall customer experience, addressing escalated concerns and ensuring customer satisfaction.
- Coordinate sales and service efforts, contributing significantly to revenue through upselling and service-related sales.
- Maintain and enhance customer relationships, fostering long-term loyalty and repeat business through personalized communication and prompt issue resolution.
- Achieved the highest Customer Satisfaction Index (CRI) across seven branches; recognized as Best CRI and Satisfaction Performer in February 2025.
- Developed after-sales service solutions, generating additional revenue from service-based offerings.
- Train and mentor junior service advisors, enhancing their technical expertise and customer interaction skills.

○ Service Advisor

APRIL 2023-DEC-2024

Maruti Suzuki Dealership, Idukki, Kerala

- Joined as a Service Trainee in April 2023 and quickly advanced to Service Advisor due to exceptional skill and dedication.
- Acted as the primary liaison between customers and the service department, ensuring clear communication and understanding of vehicle issues.

skills

- Financial Analysis
- Budgeting and Forecasting
- Risk Management
- Data Analytics
- ERP Systems Implementation

Proffesinal skills

- Automotive Maintenance and Diagnostics
- Customer Relationship Management (CRM)
- Technical Troubleshooting and Problem Solving
- Service Coordination and Quality Assurance
- Leadership and Team Management
- Client Communication and Support
- RSA (Roadside Assistance) and Puncture Management
- Professional Communication and Active Listening

Academic Project

- Eco-Friendly Automated Wash Basin with Wastewater Conversion
- Designed an automated wash basin with sensor tap and recycled water system.
- Reused wastewater for basin cleaning, reducing water use by 40%.
- Created for hygiene in public areas without the need for extra water.
- Received an A Grade and submitted for patent consideration.

Language

- English (Fluent)
- Malayalam (Fluent)
- Tamil (Proficient)

- Provided accurate estimates for repair costs and timelines, enhancing transparency and customer trust.
- Maintained detailed records of customer interactions, vehicle diagnostics, and service history for future reference.
- Promoted additional services and maintenance packages, contributing to increased revenue and customer retention.
- Handled customer complaints and concerns with professionalism, ensuring high levels of customer satisfaction.
- Scheduled service appointments, managed workflow, and coordinated with technicians to ensure timely and efficient service delivery.

Additional Information

- Awarded Top Performer in RSA Puncture Management (Jan 2025) among seven branches.
- Trained junior advisors and technicians on effective customer interaction, technical troubleshooting, and efficient service delivery.
- Recognized as the Highest Labour and Target Achiever (Jan 2025) due to strategic planning and execution of service delivery targets.Achieved "Best CRI & Satisfaction Performer" (2024) for delivering exceptional customer experience and problem resolution.
- Optimized Roadside Assistance (RSA) and emergency response services, improving service reliability and customer trust.

internship

- Hands-on training at KSRTC Bus with Ashok Leyland at Kochi (2022), specializing in vehicle maintenance and service coordination.
- Academic Project: Led a project on an eco-friendly automated wash basin with a sensor tap and integrated water filtration system to recycle and purify wastewater. Achieved a 40% reduction in water waste. Earned an 'A' grade for innovative design and advanced functionality and proceeded for patent consideration.
- Tech Fest Team Leader: Coordinated a successful event with team members, receiving accolades for outstanding management and execution.