

**SARASIJVATTACHARJYA.**  
**SBM UPHAAR**  
**TOWER "2" FLAT NO- 2-H,**  
**OPP. TO KALARAM SCHOOL, RANIDANGA**  
**SILIGURI, WEST BENGAL,**  
**PIN- 734012.**  
**MOBILE —+91-9749033668, 8509035754**  
Driving Licence No -WB76 1996 0013140  
E-mail Id : [sarasijv@gmail.com](mailto:sarasijv@gmail.com)

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**Job Objective**

To achieve goals & take proper responsibility through personal learning & experience in a competitive environment of Automotivesector.

**Summary of Skills.**

1. **"Business from 1<sup>st</sup> Oct 2022 to till date.** Responsibility to look after automobile Insurance sector.
2. **"General Manager"**inTopsel Pvt. Ltd. (Toyota Division) from1st May 2019 to 30<sup>th</sup> Sept 2022.

**Job Responsibility**

- Overall Management of the Service set-up & reporting to the Director.
  - Ensure Quality Service at reasonable Price. High Customer Satisfaction Level.
  - Set targets and review periodically, ensure profitability and return on investment.
  - Job involves preventive, predictive & breakdown maintenance.
  - Maintain Workshop Literature. Spare part coordination with company.
  - To control & supervise work of subordinate staff to maintain their efficiency label and to extract quality work from them.
  - Internal & External Audit as per Toyota guideline& norms.
  - Providing in house training to the staff technical & nontechnical.
  - Monitoring legal compliances. etc.
  - Additional responsibility: Look after the, Govt. Sales for Sikkim.
3. **"Designation Senior Manager, Work profile Area Manager"** in **"International Car & Motors Ltd."** (Sonalika Groups) From 6<sup>th</sup> June 2010 to 31 Aug'2019 presently look after **West Bengal, Bihar, Orissa,& Nepal.**

**Job Responsibility**

Service Policies / Dealer Norms formulation and Customer Service Management. Customer contact/feedback - 30th day mailers/complaints. VOR support to field...need based. EOS coordination & escalations. Legal Cases Support/ coordination. Infra-Expansion review/support - EOR coordination.

Service Systems design, coordination for implementation. Service Audits-operational/EOR coordination, improvements and rewards conclusion. DMS development/ suggestion, service representation. Dealership performance parameters review , monitoring coordination. ISO coordination, activities, documentation, NCR handling. Highway Service Support – coordination. Workshop performance analysis. Track execution of Service initiatives in the field. Estimate and approve placement of float units in the regions. Scan the auto and non-auto industry for best practices. OEM interactions for field support. Spare part Support to the dealer.

Additional responsibility: Look after the sales & export documentation for Nepal, Govt. Sales for Westbengal.

4. **“Works Manager”** with **“Bimal Auto Agencies”** (Authorised Dealer of **MSIL**) Guwahati, since June, 2009 to 4<sup>th</sup> June 2010.

**Job Responsibility**

Overall Management of the Service set-up & reporting to GM Service/ Director.

Ensure Quality Service at reasonable Price. High Customer Satisfaction Level.

Set targets and review periodically, ensure profitability and return on investment.

Job involves preventive, predictive & breakdown maintenance.

Estimation of Accident repair, warrantable parts inspection and provides warranty to the customer & process claim to the company. Maintain Workshop Literature.

To control & supervise work of subordinate staff to maintain their efficiency label and to extract quality work from them , monitor repeats job.

Working in Auto Mat . Give In-House Trainings to the subordinate.

5. **“Works Manager ”** with **“Rama Auto Dealer”** (Authorised Dealer of **TATA MOTORS LTD.**) Ranchi, since March, 2007 to May 2009.

**Job Responsibility**

Overall Management of the Service set-up & reporting to Managing Director/ Director. Ensure Quality Service at reasonable Price. High Customer Satisfaction Level. Set targets and review periodically, ensure profitability and return on investment. Job involves preventive, predictive & breakdown maintenance. Estimation of Accident repair, warrantable parts inspection and provides warranty to the customer & process claim to the company. Maintain Workshop Literature. To control & supervise work of subordinate staff to maintain their efficiency label and to extract quality work from them , monitor repeats job. Working in Siebel (CRDMS). Give In-House Trainings to the subordinate.

6. **“Works Manager”** with **“Lexican Motors”** (Authorised Dealer of **TATA MOTORS LTD.**) Malda from March, 2005 to Feb, 2007

**Job Responsibility**

Overall management of the service set-up, reporting to director. Ensure Quality Service at reasonable Price. High Customer Satisfaction Level. Set targets and review periodically, ensure profitability and return on investment. Job involves preventive, predictive & breakdown maintenance. Estimation of Accident repair, warrantable parts inspection and provides warranty to the customer & process claim to the company. Maintain Workshop Literature. To control & supervise work of subordinate staff to maintain their efficiency label and to extract quality work from them , monitor repeats job. Working in

Siebel (CRDMS). Give In-House Trainings to the subordinate.

7. **“Works Manager”** with **“Sikkim Motors”** (Authorised Dealer of **Mahindra & Mahindra Ltd.**)  
Gantok, from March, 2002 to Feb, 2005

#### **Job Responsibility**

Overall Management of the Service set-up & reporting to Director. Ensure Quality Service at reasonable Price. High Customer Satisfaction Level. Set targets and review periodically, ensure profitability and return on investment. Job involves preventive, predictive & breakdown maintenance. Estimation of Accident repair, warrantable parts inspection and provides warranty to the customer & process claim to the company. Maintain Workshop Literature. To control & supervise work of subordinate staff to maintain their efficiency label and to extract quality work from them, monitor repeats job. Working in CRM (Portal).

8. **“Service Advisor”** with **“Bajla Motors”** (Authorised Dealer of **TATA MOTORS LTD.**)  
Siliguri, from Sept, 2001 to Feb, 2002
9. **“Trine Service Engineer”** with **“Redient Engineers”** (Authorised Dealer of **Grives India Ltd.**)  
Guwahati, from July, 1998 to Aug, 2001.

#### **Professional Qualification**

- **Computer Proficiency:** [ Basic, MS Dos, Win 3.11, Win 95, Win 98, Win NT, Win Me, Office (Word, Excel, PowerPoint, Access) FoxPro, FoxPro Programming, Pm-5, Coral Draw, Internet (HTML), SQL, LAN, Networking, JAVA. ] [Some portion of Hardware & any kind of software Installation.]
- Having **2 & 4 Wheeler Driving License.**

#### **Technical Qualification**

**“BACHELOR OF ENGINEERING IN MECHANICAL”** from **Kabir Institute Of Management & Technology** with **1st Division** in July 2015.

**“DIPLOMA IN MECHANICAL ENGINEERING”** from **“Institute Of Mechanical Engineers (Bombay)”** with **2nd Division** securing 59.64% in June 1998.

#### **Educational Qualification**

- **Secondary** from W B C H S E in 1991 with 2<sup>nd</sup> Division.
- **Higher Secondary** from IME in 1995 with 2<sup>nd</sup> Division.

#### **Training Details**

- 3 Month Training in Carriage & Wagon Depot NF Railways Guwahati
- 3 Month Training in Diesel Locomotive Depot NF Railways New Guwahati
- 6 Month Training in National Small Industries Guwahati
- 3 Month Training in Carriage & Wagon Shop NF Railways Bongaigoun.
- Basic, MPFI, Advance training completed from RTC Kol. MUL.
- Works Manager Training (MUV) at Central Training Center TML Pune.
- Works Manager Training (Car) at Central Training Center TML Pune.
- Works Manager Training (DICOR) at Central Training Center TML Pune.

- Works Manager Training (Vista) at Central Training Center TML Pune.
- Works Manager Training (NANO) at CTC TML PUNE
- DQCTC for General Manager RTC TML Kolkata.
- SQS & Lead to Success for Works Manager MUL RO Guwahati.
- Rhino Basic Module, Power Pack, CRDFi& Electrical, ICML, Hoshirpur
- Advance Training For CROs ICML, Hoshirpur.

**Personal Details**

Date of Birth	:	4 <sup>th</sup> January 1975.
Language Known	:	Bengali, English, Hindi, Assamese, Nepali
Marital Status	:	Married.
Last Salary drawn	:	95K in Hand. Plus other benefits.
Expected Salary	:	20% to 30% hike
Notice Period	:	1 Month after gating offer later.

**Reference:**

***Sandipan Bhattacharjya***  
*Customer Support Manager*  
*Tata Motors Ltd.*  
*Ph. 9903381223*

***Saikat Chattopadhyay***  
*Regional Service Manager*  
*Maruti Suzuki India Ltd.*  
*Ph: 9600444298*

***Date : 08-10-2024***

***Place : Siliguri, WB, India.***

***Sarasij Vattacharjya.***