

# MAHESH P SONAWANE

## YARD MANAGER

### CONTACT



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Vashi Navi Mumbai

### PROFILE

Dedicated and highly organized Yard Manager with a proven track record of efficiently managing all aspects of yard operations. Possessing strong leadership skills, I excel in optimizing workflow processes to ensure maximum productivity while maintaining a safe and compliant work environment. With exceptional communication abilities, I foster cohesive teamwork among staff members and effectively liaise with clients, vendors, and other stakeholders. Proficient in inventory management, equipment maintenance, and logistics coordination, I am adept at overcoming challenges and finding innovative solutions to meet objectives. My commitment to quality, safety, and customer satisfaction drives me to consistently deliver results that exceed expectations.

### SKILLS

Proficient in Microsoft Office Suite, including Word, Excel, and PowerPoint.

- **Microsoft Word:** Skilled in creating and formatting documents, drafting reports, and editing text efficiently.
- **Microsoft Excel:** Experienced in utilizing Excel for data analysis, creating spreadsheets, managing data sets, and generating reports with formulas, pivot tables, and charts.
- **Microsoft PowerPoint:** Capable of creating engaging and visually appealing presentations, incorporating multimedia elements, and delivering impactful slideshows.

### WORK EXPERIENCE

#### Yard Manager

Cars24

Currently Working

- Take ownership of yard operations, overseeing the entire process from stock intake to vehicle delivery, ensuring adherence to SOPs and quality standards.
- Lead and manage a team of 15+ members, including junior inventory managers, coordinators, technicians, cleaners, drivers, and security personnel, fostering a collaborative and efficient work environment.
- Manage stock in and out procedures meticulously, capturing transit damages and implementing appropriate actions in collaboration with stakeholders.
- Maintain inventory quality through regular maintenance, ensuring vehicles are always in optimal condition for test drives and customer satisfaction.
- Provide and maintain a fleet of green cars for the sales team, enhancing customer experience through eco-friendly solutions.
- Schedule test drives and deliveries according to customer preferences, optimizing convenience and service quality.
- Coordinate with Studio, Refurbishment, and Quality Inspection teams to streamline processes and address challenges.
- Resolve yard-related infrastructure issues with the support of the Expansion Team or Administration, ensuring uninterrupted operations.
- Promptly resolve customer queries and issues, delivering satisfactory solutions to uphold brand reputation.
- Address refurbishment-related issues post-delivery, enhancing overall customer experience and satisfaction.

### EDUCATION

#### Higher Secondary Certificate

#### Mumbai University

2009

#### Secondary School Certificate

#### Mumbai University

2007

#### Jr. Fleet Executive

Zoomcar Inida Pvt Ltd

July 2017 - Mar 2019

- Engage in continuous communication via phone and email to manage fleet operations effectively, handling various aspects such as service maintenance, accidents, shortages, and providing assistance with checklists as required.
- Maintain regular follow-ups with car service centers to ensure timely servicing of vehicles, addressing any issues or concerns that arise during the process.
- Generate daily reports through email and phone communication, providing insights into fleet performance, service activities, and other relevant metrics.
- Maintain meticulous records of fueling, vehicle shifts, and movements, ensuring accurate and up-to-date data for analysis and decision-making purposes.
- Assist in troubleshooting customer queries and issues, providing prompt and effective solutions to ensure customer satisfaction and retention.
- Coordinate towing services for breakdown vehicles, ensuring timely assistance and minimal disruption to operations.
- Conduct daily inspections of vehicles, identifying any issues or potential maintenance needs and taking appropriate action to address them promptly.
- Collaborate with internal teams and external stakeholders to optimize fleet operations, improve efficiency, and enhance service quality.
- Stay updated on industry trends, regulations, and best practices related to fleet management, incorporating relevant insights into daily operations and decision-making processes.

### LANGUAGES

English

Marathi

Hindi