

# Rahul Bairagi

12/28, Shree Yantra Nagar, Khandwa Naka, Khandwa Road, Indore  
MP  
452001  
8109161728  
bairagirahul728@gmail.com



## Education

Course / Degree	School / University	Grade / Score	Year
Bachelor of Engineering (Mechanical Engineering)	RGPV Bhopal	A	2013
Diploma in Computer and Application	JetKing infotrain Pvt Ltd	A	2012
National Cadet Corp	Indian Army 9MP BTN	A	2012
Higher secondary school	Madhya Pradesh Board	A	2008

## Experience

- ANANT Toyota Motors Pvt Ltd** 2023 - Present  
Area Service Manager
  - Staff Management: Hire, train, and evaluate service technicians and advisors, providing ongoing coaching and performance management to maintain a high-performing team.
  - Customer Service: Handle customer interactions, addressing concerns, complaints, and ensuring a positive experience throughout the service process.
  - Financial Oversight: Develop and manage the service department budget, tracking expenses, labor costs, and parts inventory to optimize profitability.
  - Operations Management: Schedule service appointments, assign work orders to technicians, monitor repair progress, and ensure timely completion of repairs.
  - Quality Control: Implement quality standards to ensure accurate diagnoses, proper repairs, and compliance with manufacturer specifications.
  - Compliance: Stay updated on industry regulations, including safety standards, warranty policies, and environmental guidelines, ensuring adherence within the department.
  - Marketing and After Sales Support: Collaborate with the Service team to promote service packages, identify opportunities for additional sales, and retain customers through proactive outreach.
  - Technical Expertise: Possess a strong understanding of automotive systems, repair procedures, and diagnostic tools to effectively troubleshoot complex issues.
- SOMYA Mahindra Automobile Pvt Ltd** 2018 - 2022  
Workshop / Cotec Technical Manager
  - Project management: Plan, execute, monitor, and close projects.
  - Team management: Hire, train, and lead technical teams.
  - Technical infrastructure: Manage hardware and software installations, and ensure network security.
  - Product design: Contribute to product design and requirements.
  - User testing: Oversee user testing and report results.
  - Technical support: Provide guidance and insight to upper management.
  - Performance evaluation: Run performance evaluations on current systems.
  - Budget management: Manage the IT budget and allocate resources for projects.
  - Technical procedures: Create and standardize procedures for producing reports.
- SAINATH Ford Motors Pvt Ltd** 2014 - 2017  
Diagnostic Engineer
  - Research and troubleshoot: Identify and resolve issues with Mechanical, Engine Agrigates, and Wiring harness.
  - Provide technical support: Offer prompt and effective support to customers.
  - Build relationships: Develop and maintain strong relationships with customers and partners.
  - Train new employees: Coach new employees on technical support processes.
  - Escalate issues: Analyze and escalate unresolved issues to internal teams.
  - Provide feedback: Give prompt and accurate feedback to customers.
  - Stay knowledgeable: Maintain up-to-date knowledge of software, hardware, and best practices.

- Document procedures: Prepare and maintain documentation of systems, procedures, and other relevant information.

## **Skills**

---

- Manpower Handling
- Escalation Management
- Complaint Handling
- Customer Satisfaction
- Revenue Generation
- After Sales and Services
- Technical Leadership
- Corrective Action

## **Technical Skills**

---

- Dealership Management System
- Technical Service Bulletins
- Diagnostic Troubleshoot Codes
- Electronic Parts Catalogue
- Softwares and Diagnosis Systems
- VOR Management
- Breakdown Supports
- Road Side Assistance Supports
- Customer Satisfaction Index Management
- KPI Matrix

## **Achievements & Awards**

---

- Hybrid Cars and Technology
- CoTec Certification by Mahindra and Mahindra Motors India Pvt Ltd.
- Noise, Vibration and Harness (NVH) Diagnosis Certification by Ford Motor India Pvt Ltd
- Chief General Technical certification by Toyota Kirloskar Motors India Pvt Ltd.
- NCC (National Cadet Corp) Certification by Indian Army 9MP Bataliyan.

## **Interests**

---

- Gymming
- Tourism
- Music

## **Languages**

---

- Hindi
- English
- Local Regional Language

## **Additional Information**

---

- Name - Rahul Bairagi
- DOB - 04/01/1991
- Father's Name - Mr Jagdish Bairagi
- Mother's Name - Mrs Chandrakala Bairagi
- Marital Status - Married
- Nationality - Indian

## **Declaration**

---

- "I certify that the information provided in this resume is true and accurate to the best of my knowledge"



RAHUL BAIRAGI