

Mitul Gurjar

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Professional Summary

Accomplished Warranty Manager with 4+ years of experience driving operational excellence in automotive after-sales service. Proven expertise in managing high-volume warranty claims (140+/month) with a 95% first-time resolution rate and leading root cause analysis. Known for optimizing service workflows, enhancing spare parts logistics, and elevating customer satisfaction through preventive strategies.

Warranty Manager

TATA Motors Authorized Service Station – CVBU Division

Vinayak Motors, Aburoad, Rajasthan — Jan 2024 – Present

- Processed an average of 140 warranty claims per month at Vinayak Motors, maintaining a 95% first-time settlement rate.
- Led root cause analysis on failed components, improving feedback accuracy and reducing repeat failures.
- Coordinated effectively with suppliers, surveyors, and internal teams to expedite claims and repair workflows.
- Supervised and scheduled repair operations, including accidental repair estimates and parts replacements.
- Ensured timely assessment and claim bifurcation in collaboration with surveyors and loss estimators.
- Supported after-sales service operations and preventive maintenance scheduling.

Patel Motors, Pindwara, Rajasthan — Sept 2020 – Dec 2023

- Processed an average of 120 warranty claims per month with a 95% first-time settlement rate.
- Delivered customer service by resolving warranty-related complaints and ensuring prompt resolution.
- Managed end-to-end documentation of warranty claims and maintained historical service data.
- Assisted in preparing damage estimates for accidental repairs and liaised with surveyors for claim processing.

- Supported spare parts tracking and coordination with technical teams for efficient turnaround time.
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Education

B.Tech in Mechanical Engineering

Rajasthan Technical University | Graduated: 2020 | Percentage: 64%

Technical Skills

Technical & Analytical:

- Warranty Claims Management
 - Failure Analysis & Reporting
 - Spare Parts Management
 - Microsoft Office Suite & AutoCAD Software
 - Familiarity with Dealer Management Systems (DMS), OEM warranty portals.
 - Customer Relationship Management
 - Cross-functional Team Coordination
 - After-Sales Support
 - Leadership & Problem Solving
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Key Achievements

- Reduced claim processing time by 25% by implementing standardized intake and documentation procedures.
- Led a spare parts optimization and VOR orders that cut average repair delays by 30%.
- Trained and mentored 2 junior service coordinators, enabling smoother team operations and maintained higher customer satisfaction ratings.

Certifications

- **Industrial Robotics and PLC-SCADA** – Axis Global Institute of Industrial Training (2020)
- **KUKA Industrial Robot Certification** – Chennai Institute of Technology (2020)
(Hands-on training in robotic programming and industrial automation operations)