

Sunny Singh

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Experienced Service Consultant with a strong background in Royal Enfield service center operations. I've successfully handled roles in service consulting, body shop supervision, spare parts management, warranty administration, and billing. I'm looking for a challenging opportunity where I can utilize my skills to drive business growth and deliver excellent customer experiences. I'm excited about the prospect of joining a dynamic team and contributing to the organization's success.

Personal Details

Date of Birth: 1999-04-01

Eligible to work in: India

Highest Career Level: 2-5 years experience

Industry: Automobile, Auto Ancillary, Automotive, Customer Service, Internet, Ecommerce, KPO, Research, Analytics, Management, Sales, Technology

Total years of experience: 5

Work Experience

Floor Supervisor

Royal Enfield Power & Torque-Ghaziabad, Uttar Pradesh

Full-time

0-15 days notice period

September 2024 to Present • Full-time

Floor Supervisor at Royal Enfield Power & Torque Service Centre

- Supervised daily service operations
- Coordinated with technicians
- Maintained workshop organization and safety
- Ensured accurate documentation (warranty claims, customer feedback)
- Provided exceptional customer service

Skills: Service operations, team leadership, quality control, customer service.

Spare Parts Manager

Royal Enfield-Shiva Riders-Ghaziabad, Uttar Pradesh

Full-time

March 2023 to April 2024 • Full-time

As a Parts Manager at Royal Enfield Shiva Riders, successfully managed the intricacies of motorcycle parts inventory. Demonstrated expertise in efficient stock management, vendor relations, and ensuring timely availability of parts for both customers and service needs. Proven ability to enhance operational efficiency and customer satisfaction within the dynamic realm of Royal Enfield.

Service Consultant

Royal Enfield Shiva Riders-Ghaziabad, Uttar Pradesh

Full-time

April 2021 to March 2023 • Full-time

Dedicated Royal Enfield Service Consultant with a background in delivering top-notch customer support, coordinating service appointments, and ensuring timely and efficient resolution of motorcycle-related issues. Proven ability to build strong customer relationships and contribute to the overall success of the service department. Seeking new opportunities to apply expertise in a dynamic environment.

Team Member

Future retail pvt ltd (easy day)-Ghaziabad, Uttar Pradesh

January 2020 to December 2021

Efficiently managed retail sales billing operations at Future Retail Easy Day, ensuring accurate and timely transactions. Proficient in handling customer inquiries, maintaining inventory records, and fostering a positive shopping experience. Seeking opportunities to contribute these skills in a dynamic retail management position.

Excutive

Airateco-Ghaziabad, Uttar Pradesh

September 2017 to December 2019

Diligently maintained e-commerce catalog, analyzing data for strategic insights, implementing upselling techniques, and overseeing efficient product dispatching. Proven ability to enhance product visibility, optimize listings, and contribute to seamless order fulfillment processes. Eager to leverage these skills in a role that values proactive catalog management and data-driven decision-making.

Education

12th Pass

G.S.M sen secondary school-Ghaziabad, Uttar Pradesh

CBSE | English medium

Passing year: 2017 | Scored: 50

10th Pass

G.S.M sen secondary school-Ghaziabad, Uttar Pradesh

CBSE | English medium

Passing year: 2015 | Scored: 7.4

Skills / IT Skills

- Microsoft Dynamics 365 (5 years)
- Customer service (7 years)
- Microsoft Excel (8 years)
- Inventory management (3 years)

Languages

- English - Expert
- Hindi - Native