

Aman Singh

Lucknow, Uttar Pradesh 226016

moolank8@gmail.com

8299644098

Service Manager with (One) year of experience in managing after-sales services, leading service teams, and ensuring customer satisfaction in the automotive industry. Proven track record of improving service efficiency, reducing costs, and enhancing customer satisfaction. Managed a team of service mechanics and ensured timely resolution of customer complaints. Developed and implemented service processes and procedures to improve efficiency and customer satisfaction. Collaborated with cross-functional teams to identify and address root causes of service issues. Analysed service data and implemented corrective actions to improve service quality. Strong understanding of the industry and service management best practices. Experience in managing cross-functional teams & collaborating with stakeholders. Passion for delivering high-quality service & ensuring customer satisfaction. Successfully management system that improved service quality and reduced turnaround time.

Willing to relocate: Anywhere

Work Experience

Service Manager

Bright AutoZone Pvt Ltd (CITY CAB) e-rickshaw manufacturing company-LUCKNOW - 226012

May 2024 to Present

Managed a team of service mechanics and ensured timely resolution of customer complaints. Developed and implemented service processes and procedures to improve efficiency and customer satisfaction. Collaborated with cross-functional teams to identify and address root causes of service issues. Analysed service data and implemented corrective actions to improve service quality. Strong understanding of the industry and service management best practices. Experience in managing cross-functional teams & collaborating with stakeholders. Passion for delivering high-quality service & ensuring customer satisfaction. Successfully management system that improved service quality and reduced turnaround time.

Service Engineer

Tech Care Office Solutions (RICOH & SHARP Authorised Sales & Service Partner)-LUCKNOW - 226016

June 2022 to May 2024

Experience in Service & Maintenance on Office Printer Manage and repair equipment on and off site, manage accurate inventory of tools parts and supplies, Investigate, and resolve maintenance and repair issues. Assemble machines as per specifications with hand and power tools and measuring devices, run machines to test parts functioning, Conduct preventive maintenance and photocopiers adjustment. Troubleshoot equipment for identifying malfunctions cause, Complete invoices, and expense reports on time, Troubleshoot client's problems with high quality solutions. Establish relationships with clients and fellow employees.

Education

Bachelor of Arts (B.A)

Lucknow University-Lucknow

September 2019 to June 2022

UP Board Ramadhin Singh I College-Lucknow

September 2017 to June 2019

UP Board Ramadhin Singh I College-Lucknow
September 2016 to June 2017

Skills / IT Skills

- Supply chain management
- Communication skills
- Service management
- Customer service
- Warranty management
- Quality control
- Team leadership
- Customer relationship management
- Leadership