

PRASATH. S

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**SUMMARY**

Highly motivated Assistant Parts Manager with 7+ years of experience in the automotive industry. Strong leadership skills, excellent time management, and a customer service oriented mindset. Successfully managed parts departments, implemented process improvements, and achieved measurable results. Diploma in Mechanical engineering. Fluent in Tamil and English. Passionate about providing exceptional customer service and ensuring cost-effective and timely parts delivery. Excited to contribute my skills and experience to a prestigious brand like ALL and help drive success for the Parts department.

WORK EXPERIENCE

*Sri City Auto Pvt Ltd, (Maruti Suzuki Nexa Authorized Dealer),
Namakkal.*

Spare Parts Manager

Since Apr 2023 to till date

Managed the parts department, overseeing all aspects of parts ordering, inventory management, and customer service

- Implemented new inventory management system, resulting in a 30% reduction in stock discrepancies.
- Developed and implemented customer loyalty program, resulting in a 15% increase in customer retention.
- Provided training and coaching to parts team members, resulting in a 10% improvement in overall performance.

*Reliable Motors, (Mahindra Truck and Bus Authorized Dealer),
Coimbatore.*

Assistant Parts Manager

since Feb 2022 to Apr 2023

Assisted the Parts Manager in day-to-day operations and managed the parts department in their absence.

- Streamlined parts ordering process, resulting in a 20% reduction in order processing time.
- Implemented regular inventory audits, resulting in a 25% decrease in stock discrepancies.
- Assisted customers with parts selection and provided product knowledge and recommendations.

Prabal Motors Private Limited (BharatBenz Authorized Dealer), Coimbatore.

Spare parts in charge

Since Feb 2019 to Feb2022

Assisted customers with parts inquiries, processed parts orders, and managed inventory.

- Provided exceptional customer service, resulting in a 98% customer satisfaction rating.
- Maintained accurate inventory records and conducted regular stock counts.
- Collaborated with technicians to ensure accurate parts selection for vehicle repairs.

Hyundai Motor India Private Limited./ sriperumpudhur, Chennai.

Hyundai diploma trainee - 1&2

Since Oct 2015 to Nov 2018

- Supervising the manufacturing processes, ensuring quality work is done in a safe, efficient manner.
- Liaising with other engineers to develop plans that improve production, costs, and labour required.
- Diagnosing problems in the production line and providing recommendations and training.
- Establishing safety procedures and protocols that take the workers' well-being into account, and that also minimize the carbon footprint.
- Keeping abreast of advancements in engineering and production, and sharing knowledge with co-workers.
- Identifying, documenting, and reporting unsafe practices.
- Drawing up production schedules and budgets for projects.
- Scheduling meetings with relevant departments and stakeholders.
- Analysing all facets of production and making recommendations for improvement.
- Obtaining any materials and equipment required.

STRENGTHS

- **Strong Leadership**
Led a team of 10 employees, resulting in a 20% increase in productivity.
- **Excellent Time Management**
Managed multiple tasks and projects simultaneously, ensuring all deadlines were met.
- **Customer Service Oriented**
Provided exceptional customer service, resulting in a 95% customer satisfaction rating.

SKILLS

- Inventory Management
- Customer Service
- Leadership
- Time Management
- Teamwork
- Microsoft Office

EDUCATIONAL QUALIFICATION

Diploma In Mechanical Engineering From **Sri Rengeswara Polytechnic college, Namakkal (DOTE)** with **89.4%**

12th in **State board** from **GOV Hr. sec School, Namakkal** with **80%**

10th in **State board** from **GOV Hr. sec School, Namakkal** with **60%**

CO-CURRICULAR ACTIVITIES

Implant training in **TVS Pvt Ltd** in **Namakkal**.

Training completed from **Hyundai Motors India Pvt Ltd**.

Training completed from **Bharat Benz**.

Training completed from **Mahindra Truck and Bus Division**.

PERSONAL DETAILS

Date of Birth	: 09-04-1996
Age	: 29
Sex	: Male
Fathers name	: M. Subbaiya
Language	: English, Tamil.
Region	: Hindu
Passport No	: R1750728



Signature

(S. PRASATH)