



Jagatha.suresh87@gmail.com

+91 9573585518

Vishakhapatnam, India 530012

Skills

Automotive Service Advisor

- Strategic service knowledge
- Exceptional communication and Customer service skills
- Stock records management
- Quality assurance and control
- Strong leadership skills
- Problem solving skills Foster Productivity
- Flexible to work in any departments
- Effectively managing service center workflow and scheduling
- Thorough knowledge of automotive parts and systems
- Ability to diagnose and resolve issues

Accomplishments

- Selected as a good team leader.
- Selected as star of the month twice.
- Got appreciation from Clients to reduce customer wait time.
- Improved customer retention
- Good technical knowledge on Automotive

Suresh J

Summary

- Highly skilled Automotive Service Advisor with over 14+ years of experience building customer relationships and providing exceptional service.
- Excellent communicator and automotive professional; adept in improving services, enhancing productivity, and increasing customer satisfaction rate.
- As a customer service representative, I am personable good at building loyal relationships, solving problems, and improving customer retention.
- I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

Experience

SriLakshmi Automotive Services (P) Ltd., (Authorized KIA)

Senior Service Advisor

Vishakhapatnam, India

05/2024 - Current

- Receive Customer Vehicles for Service and Repair Jobs and raise repair orders on Dealer Management Systems (DMS).
- Technically competent to understand the customer needs and requirements and accordingly raise Service Orders.
- Able to provide detailed explanation on jobs to be carried out on vehicle.
- Provide detailed explanation and technical justification for additional repairs with cost Estimate and obtain approval from customers.
- Ability to advise customers on the required vital jobs.
- Able to make every effort to resolve Customer Complaints and ensure customer has positive ownership experience.
- Raise special orders for parts not available and follow up and keep customer informed.
- Prepare Invoices on DMS and arrange for Active delivery of vehicles.
- Regularly monitor orders raised by him and ensure timely billing.
- Regularly follow up with Workshop controller and technicians on his vehicles and update Customers regularly on the job progress and ensure delivery of the vehicle at the promised time.

Neon Motors (P) Ltd., (Authorized Mahindra)

Senior Service Advisor

Vishakhapatnam, India

06/2021 - 04/2024

- Provided exceptional customer service in an automotive setting, substantially increasing customer retention and satisfaction rates.
- Accurately diagnosed vehicle issues and clearly communicated repair recommendations with customers, leading to an increase in sales of repair services by 20%.

Training

- Completed Training on **HSMART BASIC**
- Completed Training on **HSAS**
- Trained on Service Advisor Soft Skills

Strengths

- Strong people-interaction
- Quick learner
- Adaptable to the emerging trends
- Accepting the challenges set forth
- Having positive attitude

Education

11/2010

Diploma:

Diploma in Automobile Engineering

Andhra Polytechnic, Kakinada

Personal Details

DOB - June 03,1992

Nationality - Indian

Holding Indian license – Moter

Cycle with gear, Light Moter Vehicle

Driving License Number -

AP10520120016308

Passport Number - Y3870206

Passport Issued Date - 12/06/2024

Passport Expiry Date - 11/06/2034

- Managed inventory of automotive parts and accessories, ensuring adequate stock was always available for required services.
- Collaborated with mechanics and technicians to obtain updates on vehicle repair statuses, ensuring timely and accurate communication with customers.
- Utilized automotive software to manage appointments, record services, and streamline operations, increasing overall efficiency
- Presented and explained complex automotive issues to customers in a simple and understandable manner, improving customer satisfaction scores by 25%.
- Negotiated service contracts and warranties, resulting in improved customer relationship management and a 30% increase in after-sales services.
- Diagnosing the causes of any malfunctions
- Pulling parts off vehicles and tagging them for inventory.
- Returning a customer's vehicle to them in a clean condition.
- Periodic Maintenance (As per Manufacturers Schedule).
- Following a checklist to ensure that all key work has been done.
- Checking engine lights, air bag systems, transmission fluids and filters.
- Following safety policies and procedures.
- Assisting in assembling Engines, Transmissions.
- Completing administrative reports on any work performed.
- Maintaining an organized neat and safe bay.
- Capable of working on foreign and domestic vehicles.
- Able to use Snap-On diagnostic equipment.

Roadz (Multi Brand service workshop), Kuwait Service Advisor

Kuwait

01/2019 - 03/2021

Sundram Honda (T.V. Sundram Iyengar & Sons Pvt.Ltd)

Service Advisor

Vishakhapatnam, India

12/2017 – 11/2018

Neon Motors (P) Ltd., (Authorized Mahindra)

Service Advisor

Vishakhapatnam, India

02/2014 – 11/2017

Sri Dhanalakshmi Automobiles(P) Ltd., (Authorized HONDA)

Service Advisor

Rajahmundry, India

09/2011 – 09/2013

Detroit Motors Pvt. Ltd (Authorized TATA)

Automobile Technician

Hyderabad, India

08/2010 – 08/2011