

Vikram D Gunjal

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AUTOMOBILE SERVICE/ MAINTENANCE PROFESSIONAL

Aspiring for a challenging managerial position, one which will make best use of existing technical skills and experience and also further my personal and professional development with a progressive and forward-thinking organization.

Profile Summary

- Result-oriented and competent professional with **13 years** of comprehensive experience, and strong ability to develop sales strategies and handle operations in the automotive industry. Currently spearheading efforts with **Maruti Suzuki**.
- Recognized as a proactive individual who can rapidly identify business problems, formulate tactical plans, initiate change and implement effective business strategies in challenging environments to enhance revenue generation, market share expansion and profitability.
- Possess working knowledge of the principles and techniques of effective supervision and training, and proven ability to work effectively in busy environments with positive results; thorough knowledge of implementing structured business processes and wide knowledge of auto repair facility and overall operations management.
- Strategic thinker, able to handle various organizational functions and lead productive teams in attaining company goals.
- A team player with effective interpersonal and communication skills, adept at building productive relationships and building rapport with a diverse set of individuals.
- Excellent communicator with exceptional talent for problem solving and ability to handle multiple functions and activities in high pressure environments with tight deadlines.
- Motivated and goal driven with a strong work ethics, continuously striving for improvement coupled with excellent administrative aptitude with an eye for detail and the commitment to offer quality work.

AREAS OF EXPERTISE

- ◆ Operations Management
- ◆ Warranty & Policy
- Client Relationship Management
- ◆ Staff Training & Development
- ◆ Team Building
- ◆ Quality Control
- Management
- ◆ Customer Service
- ◆ Technical Support
- ◆ Managerial Leadership

KEY RESULT AREAS

- Outstanding knowledge of operations and managing relations.
- Coordinate with various departments and ensure a proper stock maintenance at all times.
- Ensure quality checks on completed jobs in organization.
- Monitor customer complaints and ensure timely resolution for all.
- Manage and update records of all warranty parts and ensured compliance to all company policies and procedures.
- Ensure compliance to all safety procedures to avoid any kind of hazard.
- Perform repairs on all automobile in accordance to factory standards and ensured compliance to all regulations.
- Analyze automobile functioning and diagnosed necessary repairs and informed customer for same.
- Document all work performed on vehicle and repair or maintenance work done on it
- Ensure compliance to all company policies and procedures.
- Maintain documentation, including PO, invoices, work orders, reports, etc.
- Coordinate control of inventory levels and quality with Managing Partner and Asset Management.

Professional Span

**DSK TOYOTA Hadpasar Pune
SERVICE ADVISOR.**

Reporting to: Service Manager

Supervising technical team in performing checks and tests.
 Determining relevant quality associated training requirements and delivering training.
 Contemplating the application of health and safety, and environmental standards.
 Writing management and technical systems reports.
 Driving staff to plan, develop and agree broad quality procedures. Setting quality assurance compliance objectives to achieve the targets.
 Evaluating the specifications and examining them with customer requirements. Immediately remedy any shortfall or breakdown in service.
 Monitor performance by collecting relevant information and preparing statistical reports.

- Customer complaint analysis and resolution to

prevent recurrences defining quality measures in conjunction with working staff.

Understanding, evaluating, and executing the tests and procedures properly.

Jitendra Wheel Pvt Ltd (Chevrolet) Nashik
Sr.SERVICE ADVISOR

2013 To 2018

Reporting to: Service Manager

Key Accountabilities:

Ensuring accurate customer service through proper selling, service and support.
Organize the work flow; ensuring teams execute all assigned duties every day through speed and expertise.

Immediately remedy any shortfall or breakdown in service. Take all appropriate actions to correct problems.

To sell labor hours available via customer bookings.

Accurately record faults with vehicles/complete job sheets as per Warranty Policy Manual. Promote all services of the Group to customers when the opportunity arises.

Promote a positive attitude to create a cohesive team which will take the business forward.

- Responsible for customer service, vehicle analysis
- Ensuring total Quality Assurance in the workshop.
- Claims settlement & warranty adjustment
- Customer complaint analysis and resolution to prevent recurrences
- Responsible for J.D. Customer Service.
- Monthly audits to be done with all the dealers in my jurisdiction.
- Hands on expertise on the vehicles and its complaint
- Work allocation, control & supervision over technician
- Accounted for service camp in up country.
- Responsible for Training of Dealership Staff

Unnati Motor Pvt Ltd.
(M & M Nagpur)
Service Manager

2018 To 01 Oct 2019

Reporting to: GM / ASM

- Key Accountabilities & Achievements:
- In-Charge of the total workshop (Technical).
- Responsible for Customer Service, Vehicle analysis, Claims Settlement & Warranty Adjustment.
- Diagnosis of vehicle problems & troubleshooting.
- Work Allocation, Control & Supervision over technician.
- Ensuring total Quality Assurance in the workshop.
- Vehicle inspection after servicing.
- Customer complaint analysis and resolution to prevent recurrences
- Responsible for J.D. Customer Service. Responsible for Customer Service.
- Responsible for conducting service camps to restructure information Channel in the form of Product feed Back Reports, to improve communication between the company and the customer.
- Responsible for Evaluation of Dealership for Service facilities so that the customer gets the best

service.

- Responsible for Implementation of Total Quality Management System at Dealers end.
- Responsible for Market Survey, for gathering competitor's product information (quality of competitor's product, customer requirements & customer view for our product).
- Responsible for Training of Dealership Staff at various levels like Beginners, Advance, Expertise.
- . Developed sales and marketing report and presented it to Top Management
- Assisted the managers in evolving the sales & marketing plan
- Lead generation and assisted in developing branding strategies
- Finding new ways of securing existing and potential customers
- Improved client retention rate

Chopada Motor LLP
(Royal Enfield Pvt Ltd)
Genaral Manager (Sale & Service)

2019 To 2021

Reporting to: M.D

Key Accountabilities & Achievements

Should map potential customers and generate leads

- Responsible for brand promotion and lead conversions
 - Responsible for post sales services and client relationship management
 - Develops and implements strategic marketing plans, sales plans and
 - forecasts to achieve corporate objectives Plans and oversees advertising and promotion activities including print,
 - Online, electronic media, and direct mail. Ensures effective control of marketing results and maintenance
- Of
- Designated budgets. Oversees and evaluates market research
 - Establishes and maintains relationships with industry influencers and key
 - Strategic partners. Directs sales forecasting activities and sets performance goals accordingly
 - Directs market channel development activity
 - Reviews and analyzes sales performances against programs, quotes.

Pagariya Auto Pvt Ltd
(Genaral Manager Nexa Service

2021 To 2022

Reporting to: M.D & TSM

Key Accountabilities & Achievements

- Implement all relevant procedures described in the Quality Management System (QMS) and ensure compliance
 - Ensure that all in-house systems and procedures are updated, revised and modified to meet the needsofexternal certification bodies
 - Respond to customer complaints putting in containment actions, full analysis (error proofing), andimplementing short-term and long-term countermeasures
- Champion a program for the implementation and sustainment of a continuous improvement

culture

- Act as a point of contact for warranty issues
 - Update quality documentation and communicate to carry forward lessons learned from quality concerns in new customer contracts
- Ensure that all necessary systems and procedures are in place to satisfy all customer requirements and audits
- Introduce new systems and procedures where appropriate
- Train others in all aspects of the quality system and application of procedures
- Undertake internal and process audits of the Quality Management System (QMS)
 - Management of the Quality Engineers and Technicians in the sign-off of parts and the resolution of internal/external quality concerns
- Establish and refine quality sign-off instructions, standards and documentation
- Report against agreed quality metrics on a monthly basis
 - Lead regular inspection meetings with representatives from appropriate departments to establish an action plan for improving build quality

Saipoint Cars Pvt Ltd (Goa)

General Manager (Nexa & Arena)

2022 Till Date

Reporting to: M.D & TSM

- In conjunction with the Supplier Quality Assurance function, reduce the effect of non-conforming supplier materials on the production area quality
 - Attend various meetings and action/communicate instructions
 - Produce written reports and make presentations
 - Undertake continuous training and development
 - Perform root cause analysis and resolve problems
 - Stay current and up to date on any changes that may affect the supply and demand of needed products and materials and advise others of any impact
 - Identify business improvement opportunities within the organization
 - Identify and deploy the technical skill sets, resource levels and systems to deliver projects, including the engagement of external resources as required
 - Develop, implement and manage key performance indicators (CSIs) for each area of responsibility
 - Set department objectives/CSIs and review and assess ongoing performance of direct reports
 - Ensure CSIs are met by working to the overall plan, including management of, and reporting Report on achievement of targets and identify any actions require
- Manage Training Delivery as per the Training Calendar, carryout Assessment & Follow up
- Assess the Trainees knowledge & identify skill gaps & prepare skill mapping
 - Submit monthly report on Training Activities, Trainees Performance & Utilization etc. to the senior management
 - Review Training content periodically & suggest revision/up gradation
 - Devise initiatives and corrective actions to improve the quality of training delivered
- Plan and deliver a monitoring system to validate the training programmers Community connect, Mobilization activity planning & execution

Trainings/New skills acquired

Certified Gold Level Service Advisor from Chevrolet (GM)

Academic Credentials

Diploma in Mech Engineering, 2012, Board of Technical Education, Maharashtra

IT Expertise

- ❖ Proficient with AutoCAD / MS CIT
- ❖ Well versed in utilizing MS Office Application including MS Word, MS Excel, MS PowerPoint
- ❖ Proficient with internet operation

Personal Dossier

- ❖ **Date of Birth** : Jan 25 1991
- ❖ **Languages Known** : English, Hindi & Marathi
- ❖ **References** : Available on request
- ❖ **Passport No** : **Z6934762**

Date-

Thanks & Regards