



LANGUAGES

- English ★ ★ ★ ★ ★
- Malayalam ★ ★ ★ ★ ★
- Hindi ★ ★ ★ ★ ★
- Tamil ★ ★ ★ ★ ★

KEY SKILLS

- Customer Service Excellence
- Automotive Diagnostics
- Technical Problem-Solving
- Team Collaboration & Leadership
- Workflow Optimization
- Record Maintenance (SAP)
- Proficiency in AutoCAD & MS Office
- Effective Time Management

COMPUTER PROFICIENCY

- AutoCAD
- Microsoft Office Suit
- SAP (Systems, Applications & Products)

HOBBIES

- Football
- Driving
- Travelling

PERSONAL PROFILE

- **Permanent Address:**
Lakshmi Nivas, Perumkuzhipadam,
Chalappuram (P.O), Calicut - 673002
- **Date of Birth** : 21/04/1997
- **Marital Status** : Married
- **Gender** : Male
- **Nationality** : Indian

SHOGITH K

Automotive Service Advisor and Operations Professional

☎ +91 8907859529

📍 Kozhikode, Kerala, India

☎ 0495-2304665

✉ shogith890@gmail.com

PROFESSIONAL SUMMARY

Result-driven Service Advisor with 6 years of proven experience in the automotive industry. Skilled in managing service operations, resolving technical challenges, and delivering exceptional customer experiences. Expertise in leveraging tools like AutoCAD, MS Office, and SAP to optimize operational efficiency. Multilingual communicator with a passion for problem-solving and process improvement.

PERSONAL SKILLS

- Confidence and Self-Motivation
- Continuous Learning and Adaptability
- Strong Interpersonal Abilities
- Leadership and Initiative
- Positive Outlook and Attitude
- Effective Communication
- Team Collaboration and Group Work
- Quick Adaptability to New Concepts & Technologies

PROFESSIONAL EXPERIENCE

Service Advisor

Jan 2019 – Oct 2024

PSN Automotive Marketing Pvt. Ltd (Eicher)

Kozhikode, Kerala, India

Experienced Service Advisor specializing in managing automotive service operations, customer relationship management, and technical issue resolution. Adept at streamlining workflows and ensuring high standards of service quality.

Key Responsibilities:

- Coordinated vehicle service schedules to ensure timely and efficient operations.
- Diagnosed and resolved technical issues, enhancing vehicle performance and customer satisfaction.
- Utilized SAP for accurate service tracking, reporting, and inventory management.
- Fostered strong client relationships, addressing concerns and ensuring loyalty.
- Provided training and support to staff on document control procedures, maintaining confidentiality and adherence to company policies.

ACADEMIC QUALIFICATIONS

- **Bachelor of Technology (B.Tech)** Year: 2018
Ponnaiyah Ramajayam Institute of Science and Technology, Thanjavur, Tamil Nadu
- **Higher Secondary Education (HSC)** Year: 2014
Zamorins Higher Secondary School, Kozhikode, Kerala
- **Secondary School Leaving Certificate (SSLC)** Year: 2012
Zamorins Higher Secondary School, Kozhikode, Kerala

DECLARATION

I hereby declare that all the information provided above is true and correct to the best of my knowledge and belief. References are available upon request.

Shogith K