







JISSON PHILIP

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Career Objective

Results-driven automotive professional seeking to advance my career in the automobile aftersales industry in India. Proven expertise in customer support,

service operations, process optimization, and audits, with hands-on experience in the automotive aftermarket. Currently exploring opportunities in the electric vehicle (EV) and EV charging infrastructure (EVSE) sector, with a strong interest in business development, quality assurance, and service excellence. Committed to learning, upskilling, and driving sustainable mobility in a fast-paced, growth-driven environment



Academic Background

- Mahatma Gandhi University Kottayam | Bachelor of Technology (Automobile Engineering) | **2013-2017**
- St. Jerome's HSS Vellayamkudy | Computer Science-**2011-2013**
- St. George's HSS Kattappana | Matriculation-**2010**

Hard Skills:

- Product knowledge, digital process integration and job evaluation.
- Business process improvement, adherence and internal auditing
- Field failure analysis RCA and PDCA cycle improvements
- DMS & IT operations: Service planning, Pre & Post-Sales Reports
- FFFR generation, Manpower planning and Dealership Action Plan
- Test Drive Adherence of vehicles and customer voice analysis
- Consolidated market / customer demands and competitor analysis
- Dealer market activation activities and digital marketing campaigns
- Enhancing dealer territory operation and profitability analysis
- Proficient in (DMS) and (CRM) tools for service operations.
- Service Process Implementation, analysis of performance parameters
- Failure analysis, reporting and corrective action on recurring issues
- Able to think and quickly respond in critical situations for escalation
- Analysis on existing customers and define measures to win business

Online Training & Certifications:

- IELTS Test Report -ID:23IN494917PHIJ855G
- Fundamentals of Digital Marketing -ASDC-FADA Google certification.
- IT Foundational Skills - TCS-ION.
- Employability Skills and Digital Literacy Analysis - NSQF by NSDC.
- Canva Design Milestone certificate- Canva Design studio.
- Logistics, Fleet, Warehouse Management - TCS-ION.
- Basics of Customer Services - TCS-ION.



Languages Proficiency:

English: Read, Write, Speak ✓✓✓

Malayalam: Read, Write, Speak ✓✓✓

Tamil: Speak ✓

Hindi: Read, Write ✓✓

Training & Certifications:

- **EV** charging equipment and installation EVSE -Alison International
- Electric Vehicle Engineering Level-1- **STEM International**
- Toyota Hybrid System (THS) eLearning - ASDC
- Electric Vehicle Safety: High Voltage - Udemy Certified Course.
- Electric Cars: Business and Technology - edX Certified.
- Engine Lubrication Systems - Udemy Certified Course.
- Supercharging in Automobile - Udemy Certified Course.
- Onboard Diagnostics in Automotive - Udemy Certified Course.
- Fundamentals of EV Technology & Economics - IIT NPTEL - (Pursuing)
- Jile-Agile Way of Working - Tata Consultancy Services-ION.
- Overview of Artificial Intelligence - Tata Consultancy Services-ION.
- **Auto-service Technician** - NSQF Aligned, NSDC, ASDC.
- **Auto Service Technician** ASC/Q1402 (NSQF Level 4) - ASDC.
- **Royal Enfield** BTTC-2 - Royal Enfield (A unit of Eicher Motors India).
- Royal Enfield BTTC-1 - Royal Enfield (A unit of Eicher Motors India).
- Heavy Duty Vehicle Training- By **Volvo-Eicher** Commercial Vehicles.
- **CNC** Coding and Operations - Amal Jyothi Academy for CNC and NC
- CATIA V5R-15 - Amal Jyothi Academy for CATIA
- AutoCAD-2010 - Amal Jyothi Academy for CAD-CAM
- **Bosch** Spot Training - Bosch India Pvt. Limited
- Industrial Training - NTPC (Undertaking by Govt. of India)
- Industrial Training - KSRTC (Undertaking by Govt. of Kerala)
- Industrial Visit - New India Auto-tech Components, Chennai.

Soft Skills:

- Managerial skills: Energetic and dynamic in **QRT** decision-making
- Leadership skills: Developing and delivering robust **field support**
- Teamwork: Driving results and fostering capability development
- Interpersonal Skills: Building teams and promoting synergy
- Customer conflict resolution: Maximizing vehicle uptime and reliability
- Administration and documentation skills: Operational expertise
- Agile in resource use, skilled in cold calling for **B2B** sales
- Time Management -Work Ethic: Meeting deadline & delivering result
- Attention to Detail: **Technical expertise** and strategic engagement
- Negotiation Skills: Building capabilities and driving self-improvement
- Networking Skills: Building trust and fostering meaningful partnership
- Analytical Skills: Leveraging insights -expand, enhance business ideas.
- Customer Interaction: Identifying and addressing customer concerns
- Skilled in SAAS product demo for IT team and corporate meetings
- Skilled in creating **demo checklist** for process and operation audits



Work Experience

Business Excellence Manager | AutoSmart Technology 07/2024 - Present|

- Experienced in B2B lead generation, adept at identifying key decision-makers to discuss process improvement solutions and successfully conduct proof of concept (POC) evaluations.
- Developed a customized Zoho CRM to optimize sales, track performance, and drive B2B engagement through LinkedIn, Apollo, and cold calling.
- Experienced in aftersales process evaluation, ensuring adherence to quality standards and compliance. Skilled in collaborating with cross-functional teams to optimize operational checklists.

Automotive Diagnostic Expert | Autocrat Automobiles |08/2023 - 06/2024

- Expert in diagnosing vehicle faults with OBD tools, identifying error root causes, and implementing effective repair solutions for optimal performance.
- Leveraging analytical and problem-solving skills to address complex repeated faults.
- Experienced in maintaining detailed inspection records and ensuring compliance with safety protocols to optimize performance and reliability.
- Proficient in interpreting blueprints and technical drawings to ensure precise execution.
- Strong verbal and written communication skills, enabling effective collaboration with cross-functional teams.
- Meticulous attention to detail, ensuring accuracy and consistency in assembly tasks.

Junior Instructor Mechanic Motor Vehicle | Government ITI Kattappana |09/2022 - 07/2023

- Experienced in designing instructor-led technical training modules to enhance learning and skill development.
- Skilled in developing trainees' knowledge, diagnostic abilities, and practical application.
- Proficient in assessing trainees under the DGT training scheme (NCVT/SCVT) to ensure compliance and competency.
- Adept at preparing demo sessions and lesson plans aligned with ISO standards for structured, high-quality training.

Business Advisor | United Venture's LLP |05/2021 - 04/2022

- Collaborated with E-Fill Electric, Charge Mode, Tata Power Solar, and Trinity Clean Tech to implement renewable energy initiatives.
- Evaluated, trained, and upgraded dealer mechanics to enhance skills and service quality.
- Leveraged brand promotion and digital marketing to drive growth and expand customer reach.
- Spearheaded service business growth through dealer inflow, spare parts sales, process optimization, productivity enhancement, and service marketing.

Dealer Development Executive | Delta Sakura Motor Corporation Kolhapur Maharashtra |01/2021 - 03/2021

- Optimizing territory coverage and managing client databases to maximize market reach and opportunities for the Bengaluru region (Urban)
- Assessing market potential, dealer performance, and expansion strategies to drive growth (Urban)
- Developing action plans to improve efficiency at satellite centers and the Nelamangala warehouse.
- Ensuring a sufficient number of dealers for effective market coverage and sales growth in South Bengaluru.

Service Technician - Service in-charge | Mahindra Mitra Technician Parthasarathy Automobiles |01/2019- 01/2021

- Providing timely technical support to resolve product issues and ensure customer satisfaction.
- Launching service campaigns in underserved areas to expand reach and attract new customers.
- Ensuring well-maintained infrastructure, machines, tools, and equipment for efficient operations and quality service.

-Service Consultant | Royal Enfield Veliyathu Motors Kattappana Idukki Kerala |07/2017 - 10/2018

- Actively engaging in online service platforms to enhance customer support and service delivery.
- Focusing on Customer Satisfaction Index (CSI) improvement activities to enhance service quality and build stronger customer relationships.
- Analyzing Customer Preferences and Behaviors: Tailor best practices, in automotive service to improve customer satisfaction and engagement.

DECLARATION: I hereby declare that all the information provided above is true and accurate to the best of my knowledge and belief.

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12/06/2025