

## MOHIT SINGH

Gurgaon, India, 122001

Phone: +91 9999404849

Email: [iammohitsingh1@gmail.com](mailto:iammohitsingh1@gmail.com)

Date of Birth: 30th April 1994

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## SUMMARY

Customer-oriented Service Advisor with nearly **6 years of experience** in the automobile industry, specializing in delivering exceptional customer service, handling cold calling, vehicle maintenance, and warranty handling. Currently serving as a Customer Success Manager with expertise in client relationship management. Seeking a position where I can utilize my skills to contribute to customer satisfaction and service excellence.

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## SKILLS

- Customer Service
  - Service Department Operations
  - Vehicle Maintenance and Repairs
  - Warranty Handling and Claims Processing
  - Customer Relationship Management
  - Communication and Problem-Solving
  - Cold Calling and Lead Generation
  - Documentation and Record Management
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## PROFESSIONAL EXPERIENCE

### VALUE DRIVE PRIVATE LIMITED (Spinny), Gurgaon, India

*Customer Success Manager*

March 2024 – Present (1 year)

- Managed post-sale customer interactions, ensuring seamless service delivery and resolution of issues.
- Handled warranty-related issues by processing and managing claims efficiently.
- Collaborated with cross-functional teams to improve customer experience and address customer concerns.
- Analyzed customer feedback and implemented improvements in service operations.
- Developed and maintained strong client relationships, driving repeat business and customer loyalty.

### ALLIED KIA, Sector-74-A, Gurgaon, India

*Service Advisor*

June 2023 – October 2023 (5 months)

- Assisted customers in evaluating service needs and provided advice on necessary repairs.
- Coordinated with service technicians to ensure timely and efficient vehicle repairs.
- Maintained accurate records of vehicle maintenance history and future service schedules.

### CAR WORLD, Sector-67, Gurgaon, India

*Service Advisor*

November 2022 – April 2023 (6 months)

- Advised customers on vehicle repairs, maintenance schedules, and service costs.

- Scheduled appointments, tracked service progress, and ensured timely delivery of services.
- Communicated effectively with customers, providing updates and recommendations.

**AUTO DYNASTY**, Sector-70, Gurgaon, India

*Service Advisor*

November 2020 – October 2022 (2 years)

- Offered expert advice to customers regarding their vehicle service and maintenance.
- Managed service operations to ensure timely and high-quality service delivery.
- Fostered strong relationships with clients, resulting in repeat business and loyalty.

**SWEDE AUTO VOLVO**, Sector-37, Gurgaon, India

*Service Advisor*

May 2016 – September 2016 (5 months)

- Assisted customers in selecting appropriate service packages and maintaining their Volvo vehicles.
- Facilitated communication between customers and service technicians, ensuring quality service.
- Managed service operations to maintain high customer satisfaction levels.

**JSB AUTO (JAI AUTO) SKODA**, Sector-15, Gurgaon, India

*Service Advisor*

October 2014 – May 2016 (1 year 7 months)

- Evaluated vehicle condition and recommended necessary repairs and services.
- Managed customer interactions, including scheduling and follow-up.
- Maintained detailed records of customer vehicle history and service repairs.

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**EDUCATION**

**National Institute of Open Schooling (NIOS)**

12th – Non-Medical, 2018

**M.M. Public School**, Gurgaon, India

10th, 2010

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**LANGUAGES**

- Hindi (Fluent)
- English (Fluent)

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**HOBBIES**

- Playing Cricket
- Football
- Listening to Music
- Traveling