



# ROHIT SENGUPTA

Automotive Mechanic | Service Advisor | Client Relations

DoB : 04/06/2001

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## SUMMARY

Dedicated automotive professional with over 3 years of experience in optimizing customer service and managing client vehicles. Expert in workflow coordination, resulting in increased efficiency and customer satisfaction levels.

## EXPERIENCE

### Assistant Service Advisor

#### BMW OSL Prestige Pvt. Ltd.

📅 12/2024 - 05/2025 📍 Kolkata, India

- Welcoming clients, understanding their vehicle concerns, and providing informed guidance on service options.
- Assisting in scheduling service appointments, managing repair orders, and ensuring timely completion of vehicle servicing.
- Conducting preliminary inspections, verifying service completion, and ensuring customer satisfaction with their BMW experience.
- Handling documentation, billing processes, and service records while maintaining accuracy and compliance with BMW standards.
- Staying updated on BMW's latest models, services, and technological advancements to provide informed assistance to clients.
- Monitoring & inspecting Pre Delivery vehicles for software upgrades & maintenance requirements.

### Automotive Mechanic

#### Bike Carz Home

📅 05/2022 - 11/2024 📍 Kolkata, India

- Skilled in troubleshooting and diagnosing mechanical, electrical, and fuel system issues for automobiles.
- Proficient in repairing and rebuilding engines, including piston replacements, cylinder head machining, and timing adjustments as well as lubricating engine components.
- Ability to maintain tools, manage inventory, and ensure compliance with safety standards in a garage or workshop setting.
- Capable of explaining technical repairs to customers in an understandable manner and providing exceptional service. Perform frequent maintenance and status checks on vehicles.
- Experience in providing emergency roadside repairs for vehicles, including tire changes, jump-starts and minor mechanical fixes.

## EDUCATION

### Diploma in Automobile Engineering

#### George Telegraph Training Institute (Affiliated under N.S.D.C.)

📅 08/2024 - 08/2026 📍 Kolkata, India

### B.A. (Hons.) in Political Science

#### University of Calcutta

📅 01/2020 - 03/2023 📍 Kolkata, India

### Higher Secondary Education

#### WBCHSE

📅 03/2019 - 10/2020 📍 Kolkata, India

### Secondary Education

#### WBBSE

📅 03/2016 - 07/2017 📍 Kolkata, India

## ADDITIONAL INFORMATION

- **Skills:** Technical knowledge, automotive maintenance, engine repair, strong customer service.
- **Languages:** English, Hindi, Bengali.
- **Certifications:** Automotive OEM's dealing with Conventional Powertrain, BiW & Vehicle Development Process, Introduction to ECU and AUTOSAR Architecture to Automotive Systems.