

ALOK SHARMA

**475, Alok Nagar
Kanadia Road,
Indore
alok2104@gmail.com
Contact No. (+91)8889033301**

Career Objective:

Seeking a position with a company which will require me to utilize my skills, abilities and experience that will ensure the company's success & my personal advancement.

Current Work Experience:

Currently working as General Manager (Service Division) at KTL Automobile Pvt. Ltd. (Authorized Maruti Suzuki Dealer) from February 2023.

The Responsibilities includes:

- a) Service operation handling as per Standards laid down by MSIL
- b) Focus on BSC parameters & Day to Day monitoring.
- c) Planning & processes for enhancement of Service load & Labour.
- d) Process improvement for better NPS, CEI & SAS
- e) Monitoring of Various Parameters laid down by MSIL & Management
- f) Overall working towards customer satisfaction
- g) Team Building & Manpower development in coordination with MSIL Training Department

Previous Experience:

Name of Organization	: - <u>Anant Toyota Pvt. Ltd.</u> (Toyota Authorized Dealer)
Designation	: - General Manager
Duration of Work	: - July '2022 to January 2023
Nature of work	: - Overall working of Service & Bodyshop Workshop. Minimizing customers issues with different analytical tools. Planning & process for enhancement of Service Load. Process Improvement. Coordination between various departments of Principals, Vendors & Organization. Team building & Trainings.

Name of Organization	: - <u>Patel Motors (Indore) Pvt. Ltd.</u> (Maruti Authorized Dealer)
Designation	: - Service Head / General Manager (Nexa Service)
Duration of Work	: - January'2018 to June '2022
Nature of work	: - Overall working of Service Workshop in co-ordination with management in Day-to-Day activities. Minimizing customers issues with different analytical tools. Planning & Process for enhancement of Service Load. Process Improvement. Coordination between various departments of Principals, Vendors & Organization. Team building & Trainings.

Name of Organization : - Abhikaran Honda (Honda Authorized Dealer)
Designation : - General Manager (Service)
Duration of Work : - February'2017 to December '2017
Nature of work : - Planning & Process incorporation for enhancement of Load, Labour & Customer Satisfaction. Process improvement for better CSI & Honda Process. Regular audits of Business flow & facility to upkeep future ready.

Name of Organization : - Rukmani Motors Pvt. Ltd. (Maruti Suzuki Authorized Dealer)
Designation : - General Manager (Service)
Duration of Work : - June'2011 to January '2017
Nature of work : - Overall independent working of Group of Service workshops at various locations in Indore, Ujjain, Dhar etc. Audit of various processes and systems defined as per Principal. Co-Ordination between various departments of Principals, Vendors and Organization. Weekly review with HOD's for process improvement & requirements.

Name of Organization : - My Car (Indore) Pvt. Ltd. (An ISO 9001:2000 Certified Maruti Suzuki Authorized Dealer)
Designation : - General Manager (Service)
Duration of Work : - May'2009 to May'2011
Nature of work : - Overall functioning of the Dealership for enhancement of Workshop Profitability, Customer Relation, Service Load, CSI, Service Quality Standards (SQS), ISO Certification etc.

Name of Organization : - Rukmani Motors Pvt. Ltd. (An ISO 9001:2000 Certified Maruti Suzuki Authorized Dealer)
Designation : - Works Manager
Duration of work : - October' 2003 to April' 2009
Nature of Work : - MIS, Ensuring quality workmanship in day to day working. Minimizing Customer complaints & repeat jobs, Coordination With MSIL & Vendors, Monitoring for working of various depts.

Name of Organization : - Jabalpur Motors Ltd. (An ISO 9001:2000 Maruti Suzuki Authorized Dealer)
Designation : - Assistant Works Manager & M.I.S. In charge
Duration of Work : - May' 1995 to October' 2003
Nature of Work : - Developing, Availing, and maintaining the ISO Certification. Worked as Trainee Engineer and have on-job Practical Experience. Ensuring quality workmanship in day to day working of every division of Workshop.

Name of Organization : - Neptune Packaging Pvt. Ltd. (Sister Concern of Parental Drugs (I) Ltd., Indore)
Designation : - Factory Incharge
Duration of Work : - From October'1994 to May' 1995
Nature of work : - Installation of Triple Extrusion Plastic Blow Moulding Machine. Maintenance, Production, Planning, Quality Control, Manpower Utilization, Shift Planning, Inventory Control, Stock Arrangement, Floor Management, Screen-Printing, Purchase of Raw Material etc.

Name of Organization : **-Clear Containers Pvt. Ltd., Indore**
Designation : **-Person-In-Charge**
Duration of Work : **-From July'1993 to Sept' 1994**
Nature of Job : **-Maintenance of M/C, Production, Quality Control Manpower Utilization, M/C Capacity Planning, warehouse Management, Shift Arrangements, Floor Management, Inventory Control, Purchase Of Raw Material, Sales Planning of Final Product, Purchase, Accounts Handling, bookkeeping etc.**

Trainings :

#Won Best General Manager Award in competition at Regional Level.
#Trained from Plastinova, Bombay for Design & Maintenance of Plastic Blow Moulding Machines and Mould/Dies
#Basic Trained from Maruti Suzuki India Ltd., Mumbai
#Advance Trained from Maruti Suzuki India Ltd., Gurgaon.
#Trained as Front Man from Maruti Suzuki India Ltd., Gurgaon
#Trained for Multi Point Fuel Injection System for Maruti Suzuki vehicles.
#Trained as Management Representative for ISO 9001-2000 from AV International, Belgium.
#Certified Bronze Master from Maruti Suzuki India Ltd.
#Nexa Process Training - 2018

Projects:

- 1) Team Member for Development of Nexa Service (Patel Motors) as per Maruti Suzuki Guidelines**
- 2) Development & commencement of Maruti Suzuki Dealership of My Car, Indore Pvt. Ltd.**
- 3) Network Development of Rukmani Group at Ujjain for Maruti & Bajaj Dealerships.**
- 4) Development & commencement of Maruti Suzuki Dealership of Rukmani Motors Pvt. Ltd., Indore.**
- 5) Installation of Triple Extrusion Plastic Blow Molding M/c for Food Packaging Material.**

Educational Qualification:

- Diploma in Mechanical Engineering from Govt. Polytechnic Sanawad (M.P) in 1993**
- H. Sc. (10+2) from M.D. Jain H. Sc. School, Sanawad (M.P.) in 1990**
- S. Sc. (10th) from Christian Eminent H. Sc. School, Indore in 1988.**

Computer Awareness:

DOS, Windows, MS-Office, MS FoxPro 2.6, Internet, Well-versed with the Software "AUTOMATE", "DMS". "Extranet", MS Office , Power Point Presentation, Adobe Photoshop. Working Experience of LAN and troubleshooting.

Date: -

Place: - Indore

(Alok Sharma)