

Atul Dhar Dubey

Q.no.-A/15, P.S.City,

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Personal Information:

- Father Name : Shri C. L. Dubey
- Date of Birth : July 16,1968
- Status : married
- Nationality : Indian
- Religion : Hindu (Brahmin)
- Language : Hindi & English
- Present Position : Head (service)Kaizen Toyota

Academic Qualification:

S. No.	Standard	Year	Division	Board / University
1	ME(Prod.engg)	2014	First	CSVТУ Bhilai
2	P G D M M (MBA)	2003	First	L B S I M D S,Lucknow
3	P G D P M I R	1996	First	Pt. R. S. S. U,Raipur
4	B. E. (Mech. Engg.)	1994	First	G. G. University, Bilaspur
5	Higher Secondary	1984	First	Bhopal Board

Other Qualification -

Diploma in Export Management from IIEМ, Bangalore.

Computer Skills:

DOS, Windows, MS Office, Java, Oracle, VB6, HTML, DHTML, XML ,

Publication Details:

1. Optimal Design Process For Advanced Robots,
Acharya P.E Ray Indeрent Publication,
Kolkata Vol 3, Issue Nov 2012,
ISSN - 2279128 X
2. Accreditation and Role of Academic Library in Educational Organization, Mats University
Journal,Page No 123-126 ,Dec 2012 ,Vol. 1, Issue 2, ISSN- 2250/3889
3. Role of Ergonomics to Improve Productivity in Textile Industries, Vol.3, issue 2,feb-
2014,IJERT,ISSN 2278-0181.

Seminar / Conferences / Workshop Attended:

- Workshop On Solid Works Innovation 2014 Held 27 Nov 2013 Hotel Babylon Raipur
- National Conference On 12-13th Sept 2013 Vimarsh 2013 At Chouksey Engg. College Bilaspur On Productivity Enhancements Through Ergonomics
- 10 Days Workshop ISTE On Engineering Thermodynamics Conducted By IIT Mumbai 11th - 21st Dec 2012.

- Product Knowledge Of Tata Motors – 3/02/06 – 08/02/06 At Pune.
- Organized Seminars At Different Places Of Cement Division

Experience:

<i>Tenure</i>	<i>Organization</i>	<i>Designation</i>
March23 to till now	Car planet enterprises pvt ltd	Service head
April 22 to feb 23	Kaizen Toyota , Jagdalpur	Branch Head
March18-june20	Kaizen Toyota,Raipur	Service Head(GM)
Oct'08-Dec17	School of engg &IT,MATS University,	VP &HOD (Deptt of Mech Engg)
Jan'08 – Sep 08	Vicon Automobiles Pvt. Ltd., Raipur	Sales Manager
Jan'07-Dec'07	Rajat Enterprises - Escorts Dealer (Crane) Raipur	Service Manager
Aug'05-Dec'06	National Garage, Raipur (Tata Passenger Car Dealer)	Manager (Works)
Sep'02-Jul'05	Jaika Auto & Finance Ltd., Raipur	Incharge(Service marketing & Customer Support)
Aug'00-Aug'02	M/s. Shivam Motors Ltd., Bilaspur (Tata LCV & HCV Dealer)	Works Manager
Feb'98-Aug'00	Diamond Cements, Bangalore (Prop. Mysore Cements - Birla Group)	Mechanical Engineer
Sep'94-Jan'98	Durha Components Pvt. Ltd., Mumbai	Asst. Engineer

- Nearly 30 years' rich experience in Project Planning, erection and commissioning, Sales & Service Operations, Branch Management, Key Account Management and Team Managements and teaching.

Training Attended:

GM Training in TKM

- Works Manager Training for Commercial Vehicle at Tata Motors, Pune in 2000; Passenger Car & MUV at Tata Motors, Pune in 2006.
- Sales Manager Training for product knowledge at Toyota Motor Corporation, Mumbai in Jan'08.
- DGS & DTraining at TMC, Mumbai in May'08.

Noteworthy Highlights:

- Successfully completed project of Barmac Crusher, Hopper Installation, Conveyer Belt, Bucket Elevator etc. as Mechanical Engineer with Diamond Cements (Birla Group).
- As Asst. Engineer with DCPL, involved in the fabrication & erection of Water Treatment Plant, Hoppers, Belt Conveyors, Pipe line, etc. at several sites in Mumbai, Shri Cement Ltd. (Beawar).

Proficiency forte:

Sales & Service Operations

- Analyzing latest after sales service marketing trends and tracking competitors' activities & providing valuable inputs for fine tuning after sales & marketing strategies.
- Conceptualizing & implementing services plans / policies for the organization, ensuring accomplishment of business goals.
- Exploring potential business avenues, developing new accounts and meeting pre-set revenue, collection & profitability targets.
- Conduction of free service campaigns, pre summer checks, pre long travel checks promotion.
- Developing and negotiating with agents for sourcing of alternate service components.
- Oversee daily operations of the automobile service department, ensuring high-quality servicing and customer satisfaction.
- Plan, organize, and monitor all workshop activities to achieve service targets and profitability goals.
- Manage a team of service advisors, technicians, and support staff, including training, motivation, and performance evaluation.
- Ensure timely and accurate diagnosis, repair, and maintenance of vehicles as per OEM (Original Equipment Manufacturer) standards.
- Monitor workshop efficiency, productivity, and capacity utilization, implementing process improvements wherever necessary.
- Ensure adherence to safety, environmental, and quality standards across all workshop operations.
- Resolution of customer complaints customer in line with company policies and customer expectations.
- Manage inventory and spare parts requirements in coordination with the parts department to reduce downtime.
- Drive service marketing initiatives, including service camps, seasonal campaigns , loyalty programs, and customer retention activities.
- Prepare and analyze periodic reports on service performance, revenue, and profitability, and present to senior management.
- Liaise with OEMs for warranty claims and technical updates.

Customer Relationship Management

- Initiating & developing relationships with key decision makers in target organizations for business development and generating revenue.
- Building and maintaining healthy business relations with customer, enhancing customer satisfaction matrices by achieving delivery & service quality norms.
- Dealing in customer complaint, customer satisfaction through problem solving & problem diagnosis.
- Analyzing customer feedback and improving the process accordingly.

Team Management

- Mentoring, training and development of the field functionaries to ensure the after sales and service operational efficiency.
- Creating and sustaining a dynamic environment, imparting training to team members that fosters development opportunities and motivates high performance amongst team members.

I hereby declare that all that statement made in the above curriculum vitae are correct to the best my knowledge and belief.

Date :

ATUL DHAR DUBEY