**Address:**

No. 27, Ground Floor, 15th Main, 7th Cross, Srinivasanagar 2nd Phase, Bangalore- 560050

Bangalore- 560050

**Abhishek.B.R**

**B.E, Mechanical Engineering**

**Contact No.: 7795808587, 9844139593**

**E-mail: abhishek93.mech@gmail.com**

**SUMMARY**

Passionate and dedicated mechanical engineer with 5+ years of experience in customer service in automotive domain, along with skills and experience in engineering design and simulation, and skilled in building strong customer relationships, driving brand loyalty, and increasing customer engagement.

**CURRENT EMPLOYMENT**

* Service Manager at Avanish Suzuki Bikezone since May 2023.

Running an efficient and profitable service department.handling of vehicles ranging from 600cc to 1800cc, complete process supervision from PDI to service, Choosing and overseeing productive staff, customer retention, cost controls, maintenance of all service records and achievement of set objectives. Make sure also that the daily inventory that the service is up to is operational to the customers. Customer service interactions, reports and repairs. Provide services also with a sales-minded attitude to develop lasting customers.

**PROFESSIONAL EXPERIENCE**

* Service consultant at Tusker Harley-Davidson, from March 2020 to April 2023.
* Responsible for scheduling, receiving and delivering of motorcycles for servicing.
* Analyze and troubleshoot customer concerns by coordinating with technicians.
* Providing quick and hassle-free solution for accidental and warranty repairs.
* Receiving and UN-boxing of new vehicles, and assist through the PDI process.
* Relationship Manager at Maruti Suzuki NEXA, Apr 2019-Feb 2020
* Dedicated car sales professional with experience in new vehicles.
* Extensive knowledge of cars, including a diverse range of makes and models
* Skilled negotiator who continually transforms leads into customers, including walk-ins and e-commerce prospects.
* Service advisor at Royal Enfield, Nov 2017- Mar 2019.
* Industrious Auto Service Advisor proficient in customer service.
* Adept at determining vehicle issues and providing accurate service estimates.
* Specialize in meeting client needs in a timely manner while effectively communicating with auto technicians and using industry-specific computer programs to track customer activity
* Design Associate at The Design Group, Sep 2016 – May 2017.
* Modeling and designing of sheet metal Roof cladding and plumbing accessories using the design software CATIA.
* Cad Engineer trainee at Vinyas Consulting Pvt. Ltd, Bangalore from February 2016 to September 2016
* 3D Modeling and texturing, 3D BIM (Building Information Modeling), 3D City Modeling, creating 3D models based on laser scanned point clouds using AUTOCAD and REVIT Software.

**IT PROFICIENCY AND TECHNICAL SKILLS**

* CATIA, Auto CAD.
* Assembly and dis assembly of I.C engines.
* Skills in metal fabrication by convention and non-conventional methods along with knowledge in manufacturing process.
* Skilled at automotive warranty claims and insurance process and consolidate service reports.

**ACADEMIC CREDENTIALS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Board/university** | **Year of Passing** | **Aggregate** |
| Bachelor of engineering (Mechanical) | Visveswaraya technological university | 2015 | 60% |
| Diploma | Board of technical education | 2011 | 60% |
| High school | K.S.S.E.B | 2008 | 72% |

* **TRAINING AND CERTIFICATIONS.**
* Completed Harley-Davidson Level-2 technical training for technician and advisor from HDU.
* Passed the NEXA relationship manager certification
* Completed the Royal Enfield technical training on UCE and LS 411 engines.
* Professionally trained in AUTODESK INVENTOR and AUTOCAD.
  + .

**PERSONAL DETAILS**

* **Father’s Name :** Raghavendra B R
* **Date of Birth :** 13.3.1993
* **Language Known :** English, Hindi, Kannada
* **Marital Status :** Single
* **Nationality/Religion :** Indian / Hindu

**DECLARATION**

I do hereby declare that the above information is true to the best of my knowledge**.**

**Place: Bangalore Abhishek B R (Signature)**