

VIBIN VARGHESE

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PROFESSIONAL SUMMARY

Results-driven and technically adept Service Manager with over 9 years of progressive experience in the two-wheeler service industry, including leadership roles in high-volume service centers. Proven expertise in managing end-to-end service operations, from vehicle inflow and warranty handling to spare parts logistics and facility management. Demonstrated ability to implement OEM-compliant service standards, achieve KPIs (TAT, FTR, CSI), and drive customer satisfaction. Skilled in team leadership, service process optimization, and DMS tools like Autoline and Tally. Recognized for strategic thinking, operational excellence, and fostering strong customer and dealer relationships.

CORE COMPETENCIES

- Service Operations Management
- Customer Relationship Management
- Team Leadership & Training
- KPI & Target Achievement
- Business Strategy & Growth
- Complaint Handling & Resolution
- Quality Assurance & Process Improvement

PROFESSIONAL EXPERIENCE

Service Head

Vijayagiri Auto Agencies Pvt Ltd, Ernakulam
March 2020 - Present

- Managed a high-volume service department handling 2,200+ vehicles per month, ensuring quality and timely service delivery.
- Lead service department operations to ensure timely and high-quality service delivery
- Proficient in diagnostics and troubleshooting of mechanical and electrical two-wheeler systems
- Conducted daily reviews of service pendencies, proactively addressing delays and optimizing workflow efficiency.
- Handled warranty claim validations and submissions, ensuring accurate documentation and adherence to OEM guidelines for smooth claim processing.

- Capable of KPI monitoring, including TAT, FTR, CSI and other targets from
- Implemented new service protocols to improve customer satisfaction and reduce complaints.
- Monitored and maintained daily stock levels of spare parts, ensuring availability to prevent service disruption and reduce turnaround time.
- Monitored employee performance and facilitated regular training.
- Increased revenue through customer retention strategies and service upselling.
- Proficient in Dealer Management Systems (DMS) such as Autoline and Tally, for job card handling, billing, and inventory tracking.
- Skilled in using MS Office tools, especially Excel for service reporting and performance tracking, and Word for official documentation and communication.
- Experienced with CRM platforms and service booking tools, enabling effective customer follow-up, appointment management, and satisfaction tracking.

Service Manager

MCP Enterprises, Thrissur

May 2019 - March 2020

- Oversaw end-to-end operations of a service center handling approximately 1,450 vehicles monthly, ensuring consistent performance metrics.
- Directed a team of service professionals and improved operational workflow.
- Routinely monitored vehicle pendency reports to identify bottlenecks and accelerate service completion.
- Ensured adherence to service timelines and quality standards.
- Adept at warranty claim processing and maintaining compliance with OEM standards.
- Managed customer escalations and resolved service issues promptly.
- Maintained strict control over daily parts inventory, coordinating with the procurement team to ensure uninterrupted service flow.

Service Manager

AV Automobiles, Thrissur

April 2018 - April 2019

- Efficiently managed daily vehicle inflow, optimizing service bay utilization and reducing customer wait time through effective job card scheduling and load balancing.
- Streamlined warranty claim processes, ensuring accurate documentation, timely submissions, and increased claim approval rates from OEMs.
- Maintained optimal spare parts inventory levels by forecasting demand, analysing usage trends, and placing timely orders to minimize turnaround time and parts-related delays.
- Coordinated closely with OEMs and parts distributors to ensure on-time parts availability, achieving high first-time fix ratios and improved service efficiency.
- Oversaw day-to-day workshop activities and enhanced team coordination.
- Developed and implemented service tracking methods to ensure client satisfaction.

- Hands-on experience with spare parts management and daily stock monitoring to avoid service delays.

Service Advisor

MCP Yamaha, Thrissur
April 2017 - April 2018

- Interfaced directly with customers to determine service needs and provide cost estimates.
- Facilitated communication between customers and technicians.

Two-Wheeler Technician

Johns Honda, Thrissur
January 2016 - April 2017

- Performed diagnostics, maintenance, and repairs on two-wheelers.
- Provided technical support to the service team and customers.

EDUCATION

Bachelor of Engineering (Mechanical Engineering)
Visvesvaraya Technological University, Belagavi, Karnataka, India — 2016

Higher Secondary Certificate (Science)
Chaldean Syrian HSS, Thrissur — 2011

Secondary School Certificate (Science)
CMS HSS, Thrissur — 2009

CERTIFICATIONS & PROJECTS

- Academic Achievement Award in Soft Skills
- Project: Electromagnetic Engine – Design & Prototype

PERSONAL INFORMATION

Nationality : Indian
Date of Birth : 02 Jan 1994
Marital Status : Married
Languages : English, Malayalam (Native), Tamil (Spoken)