

SOURAV PAUL

Relationship Manager

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NIT Silchar, Assam

SUMMARY

Results-driven professional with 5+ years of automotive industry experience in vehicle repair and customer service. Skilled in managing repair processes and exceeding performance targets while ensuring customer satisfaction. Seeking a dynamic role to apply leadership, communication, and problem-solving skills across industries.

SKILLS

- Project Management
- Teamwork
- Time Management
- Critical Thinking
- Customer Relationship
- Interpersonal Communication
- Written Communication
- Active Listening
- Vehicle Repair Processes

LANGUAGES

- Hindi (Fluent)
- Bengali (Fluent)
- Assamese (Basics)
- English (Intermediate)



EXPERIENCE

2025

Body Shop Manager (5+ years)

2019

Hyundai Motor Corporation

- Successfully managed the entire vehicle repair process, from initial intake to final delivery, ensuring timely completion and customer satisfaction.
- Consistently met tight deadlines for vehicle repairs, exceeding the expectations of both customers and management.
- Built and maintained strong customer relationships, resulting in high satisfaction levels and repeat business.
- Effectively communicated with insurance companies to streamline the claims process and ensure timely reimbursements.
- Demonstrated exceptional attention to detail, ensuring high-quality repairs and precise color matching.

2019

Sales and service operations manager (6 months)

2018

Hindustan Foods

- Managed internal and external sales and service operations, ensuring alignment with organizational goals by setting, monitoring, and achieving performance standards.
- Supervised and guided cross-functional teams to optimize sales processes, improve service delivery, and drive customer satisfaction.
- Analyzed sales metrics and service outcomes to identify trends, implement improvements, and consistently exceed operational targets.



EDUCATION

2018

Higher secondary

2017

Science stream

- Passed with good marks from Sirajul Ali High School
- Also completed Diploma in computer application from IIIT, Silchar



COMPUTER SKILLS

- Tally ERP 9
- Visual Basic
- C Programming
- Microsoft Excel, Word, PowerPoint