

C.K.Pandey

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Seeking Senior Level Position in Product Support, Service Operations, Client Servicing, Sales with a leading organisation, preferably in the Automobile Industry.

Professional Profile

- ✓ A seasoned professional with 30+ years' rich experience in after sales operations, technical support & dealer management, managing large work force, in automobile industry.
- ✓ Currently designated as **CGM with SRM Motors Pvt Ltd , Authorised dealer for Tata Motors Ltd.** handling Service & Parts operation from March' 2024 till date.
- ✓ By virtue of my vast experience with Automobile OEM, After market operation & Automobile dealership function I accrued knowledge of all verticals of the business starting from Sales, Service, Spare, Admin.
- ✓ Expertise in
 - 1) Dealer service management.
 - 2) Monitoring Customer Satisfaction Index.
 - 3) Service promotional activities.
 - 4) Interacting with Principal organization ensuring compliance of guidelines.
- 5) Experience In handling, motivating & leading a large team of Service Manager, Branch Manager & Engineers so that assigned sales & service objectives are achieved.
- 6) Planning carrier growth for team members, ensuring manpower retention.
- 7) Service packages to ensure high level customer satisfaction.
- ✓ **Possess excellent analytical, troubleshooting & manpower management skills.**
- ✓ Ensure that the team respects, honour the deadlines or commitments given to customers & principals for maintain healthy relationship.

Organisational Experience

- From March 2019 till Feb 2024 worked as CEO with Jugal Kishore Commercial: Authorised Force Motors Ltd handling operations (Administration, Manpower appointment , retention, Planning carrier growth, Sales Target v/s Achievement, Monitor Service (Spare , Labour) target.
- From November '2014 till Feb'2019 worked as Group Sr.General Manager Product Support with M/S Alliance Industrial Marketing: Authorised dealers for JCB India Ltd, for their complete range of heavy earth moving equipments
Responsible for complete Product Support and Spare Parts operations, including handling a team of 21 BM & 9 SM along with 170 technical support staff of the dealership & directly reporting to Chairman.
- From May, 2011 till Oct,2014 worked with M/S Pace Agro Pvt.Ltd 3 Wheeler & Agricultural equipment manufacturing company heading After Sales Service.
Handled Service & Parts operation for Domestic, Export market. Visited Sri lanka & Mexico along with product development.
- From November '2009 till April,2011 worked as General Manager Product Support with M/S Alliance Industrial Marketing: Authorised dealers for JCB India Ltd, for their complete range of heavy earth moving equipments
Responsible for Product Support i.e Service and Spare Parts operations, including handling a team of 16 BM & 9 SM along with 125 technical support staff of the dealership & directly reporting to Chairman.
- From November'93 to November'2009 worked with Force Motors Ltd. (Formerly Known as Bajaj Tempo Ltd.) as Manager Customer Care, based at Lucknow, responsible for UP and Uttaranchal operations.
- From January'1991 to October'1993 worked as Workshop Supervisor with M/S Motor Sales Ltd. Lucknow, an authorised TATA MOTORS Dealership.

Key Performance Areas

❖ Service Operations

- Interacting with Overseas Clients & Visit them for developing there Service Infrastructure, ensuring overall business growth.
- Manage service operations for the assigned area, bringing dealer service infrastructure to Co's desired level of standards.
- To ensure dealers' compliance on service procedures & warranty norms.
- Ensuring optimum use of equipments and manpower for reducing downtime, thereby achieving customer satisfaction.
- Organising regular service promotional activities, such as Free Service Camps, Remote Camps, OEMs and Customer Meets, Local Mechanics Meets and Training Programmes, with a view to increase confidence level amongst customers and to inform the positives, at large.
- Ensuring genuine spare parts availability across the dealers and in the local retail trade market and achievement of spare parts targets by dealers.
- Interaction with various OEMs, such as lubricants, tyres, electricals, fuel equipments etc, to resolve customer issues and to forge local alliances.

❖ Channel Management

- Appointment and development of new dealers in unrepresented markets and ensuring compliance to Company's set norms with respect to workshop and spare parts requirements.
- Guide and motivate dealers towards achieving sales & revenue targets.
- Establishment of service and spare parts network at population centres, to ensure effective and efficient solution to customers' service needs.

❖ Depot Operations

- Maintain the optimum level of inventories to serve the needs of the dealers.
- To ensure proper storage of vehicles at depot, overcome minor complaints in vehicles and make these worthy for billing in terms of fit and finish.

❖ Sales & Marketing

- Organise display and demonstration camps along with the sales team, to address the customers' technical queries and explain feature benefits.
- Conduct competitor analysis by keeping abreast of market trends & competitor moves to achieve market share objectives.

Achievements

- Force Motors' diesel driven 3 wheeler, the Minidor, was first introduced in Northern India in Jhansi and Agra towns for test marketing and sales. I was assigned the total field responsibility for the service support, technical feedback to R & D and product development exercise.
- I have been part of the team assigned to provide support for Force Motors' 4WDTrax named Gurkha, being subjected to Army, Border Police Research & Development Trials conducted at high altitude areas of Leh, around the China boarder. In winter months under gruelling conditions of cross-country terrain extreme low temperatures Trials conducted thrice.
- A market for special application vehicles like delivery vans, school buses, cash vans etc, built on a bare LCV chassis was developed in Agra and Kanpur over the past . The development of this product at the local body fabricator workshop was carried out under my supervision Extensive prospecting at LCV Unions and Taxi stands and regular sales of 3 wheelers ensured that dealers achieved a consistent and viable level of sales.
- Successfully implemented process of Customer call (Complaint) Registration & Post service feedback all across seven branches, its monitoring. Where in each complaint is monitored on following grounds
 - a) Complaints which are not responded /addressed within 48 hours are monitored under my supervision with the help of Customer delight team.
 - b) Reasons for not responding complaint within 48 hours are recorded & addressed by this Customer delight team irrespective of its nature.
 - c) In case of dissatisfaction of customer & its reason each individual customer are contacted issues are resolved or customers are convinced why there request can not be addressed, entertained etc. For all practical purposes Customer delight team acts as Customers voice.

Academic Credentials

- Diploma in **Automobile Engineering** from Govt.Polytechnic, Ambala in 1990 with First division marks.
- Trade Certificate examination conducted by **National Council for Training in Vocational Trades**, conducted by Ministry of Labour, GOI, along with 03 Year **Automobile (Apprenticeship)** from 1984 to1987 from TELCO, Jamshedpur .
- Earned Certificate of Merit for securing first class marks and first position in practical conducted by TELCO Training Division, Jamshedpur.

Personal Details

Date of Birth	:	08 th Nov'1966
Permanent Address	:	A-10/278/1,Shivaji Puram, Sector-14, Indira Nagar, Lucknow-226 016