

ShaileshChintamaniJain

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Seeking profile of Service Manager / General Manager Service in Automobile Industry (Passenger Cars) in the fields of After Sales / Customer Support.

Professional Profile

A smart, mature, dynamic and result oriented professional in the automobile service industry with 20 years of extensive experience in Passenger car & Two wheeler workshops. Started the career with a reputed passenger car dealer in Ahmedabad as a technician and rapidly progressed to the level of Service Advisor and then went on to become a Service Manager.

Resourceful at maintaining excellent relationship with workshop customers to ensure highest satisfaction levels by resolving their related critical issues. Skilful at training technicians, monitoring their progress & motivating them to enhance their efficiencies & assist them to deliver quality services to clients. Good relationship management, analytical & communication skills.

Academic Credentials

ITI-Motor Mechanic From NCVT, Ahmedabad in the year 1998

Certifications:

- Training of Service Advisor
 - Basic Training Course
 - Advance Training Course
 - Diagnostic Training Course
 - ENGINE OVERHAUL Training Course
 - Maruti Bronze Master
 - Communication skills & mapping
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FieldsofExperience

- SkilledTechnician,BronzeMaster
 - SmartandefficientServiceAdvisorinPassengercarworkshop
 - Finalinspection&TechnicaladvisorinAutomobilepassengercarworkshop
 - Accessories,SparepartsandVASsales
 - Supervisingandmonitoringtheperformancelevelsofthetechnicians
 - Managementoftwowheeler workshop
 - Customersatisfaction
 - Workshopbusinessdevelopment
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CareerHighlights

*Service General Manager at Gokul TVS. From
25/10/2024 to present.*

Earlier

*Service Manager at Bhashkara Automation.(Fiat
dealer)12/05/2022 to 15/10/2024*

Service Manager at Kataria Motors (TVS dealer):-12/10/2018 to 10/05/2022

Asst.ServiceManager at Populerwheelers(I)PVTLTLD(MarutiSuzuki) -01/01/2017 to
31/07/2018

ServiceManager–PlanetAutolinesPvt.Ltd.(AshokLeyland)–01/01/2015to 31/12/2017

ServiceHead–KarnavatiBikes(RoyalEnfield)–01/06/2014 to
31/12/2015

ServiceManager–PlanetAutomotive(Hyundai)–01/11/2012 to
31/05/2014.

Asst.WorksManager–PlanetAutomotive(Hyundai)–
01/10/2010 to 31/10/2012

ServiceAdvisor–KatariaAutomobiles(MarutiSuzuki)–01/10/2000to30/09/2010

PersonalDetails

DateofBirth:18thMarch,1983

Gender:Male

MaritalStatus:Married

Address:H-206VaidhehiResidency,B/HSurayamGreensResidency,NewVastraIRTORoad,Vastrapal.

Ahmedabad-380018.Gujarat-India

Languages Known: English, Gujarati & Hindi

DrivingLicense:ValidM/C,LMVdrivinglicense

Location Preference: Ahmedabad

Thanks&Regards,

Shaileshjain

