

RESUME



Sanjay Deshmukh

Email:dsanjay78@yahoo.in

Contact: 9643792637

H/no: 124/1, 1st Floor, Safdarjung Enclave.

Arjun Nagar. New Delhi - 110029

Summary:

More than 19 years' Experience and Expertise with key outcomes and achievements in Automobile after Sales Service Management Planning and operations, Dealer Development Training and analysis – GAP, TNA, SWOT. 5S Methodology, SOFT Skill, OJT etc, Business Development – B2B & B2C, Dealer Development and Network Expansion, Organising Sales and After sales Service Camp, Local Mechanics Meet, Field Study Report, Customer feedback system, Complaint Resolution Time Frame PSF, CEI, up skilling with Vocational Skill Dev. Program with NSDC, NGO, Govt Project etc.

Warranty Management System (WMS), VTR, Tracking & Analysis Process and Cost reduction.

Looking after the Facility Management and Operations.

Liaisoning with different stakeholders like Private, Corporate, State Government, Defence and Home Ministry for Business Tie-up etc.

Education:

B.E (Mech) from DIES New Delhi with A Grade

P G Programme in Financial Product Marketing and Service Operation from Institute of Business Studies & Research. Mumbai with A Grade

3 Yrs Diploma (full time) in AME – Air Craft Maintenance Engg (Mech Trade) from Air Technical Training Institute Kolkata. With 1st Class.

12TH Science - Major with Physics, Chemistry, Biology, Maths and English with Grade B from Govt H.S.School. Assam Board of H.S.Education. Guwahati

Certification:

HMCL (presently Hero MotoCorp) and ASDC Service Supervisor and Skill Trainer.

Key Skills:

- Organisational Growth and Future planning
- Relationship & Communication
- KAIZEN 5S Methodology.
- Development and Delivery of OJT Training Content
- MS Office Power Point Presentation
- Customer Feedback System
- TNA, SWOT, UPSKILLING
- Leadership
- Implementation of Organisational SOP
- Team Management & recognition
- Proposal Writing and Tendering
- Problem solving
- Time Management

Experience:**Organisation Name:** PASHUPATI HERO - Delhi/NCR**From:** 10/2021 to Present.**Position:** General Manager - After Sales Service, Dealer & Network Development and Training.**Key outcomes:**

- Manage Service sales and Spare Parts Revenue growth, Achieved Target.
- New Client engagement, Tie-up with Govt Vehicles, and Local Mechanics
- Expand Business Dev. And Dealer Network, Training Development.
- Implementation of Warranty, Insurance Claim Management SOPS CAMP.
- Customer Feedback and complaint resolution on stipulated time frame.

Organisation Name: Asia Pacific Institute of Management – (Education and Skill Development) Delhi.**From** 09/2018 – 03/2019**Position:** Project Operation Manager – (Skill Dev and Trng) PAN India**Key outcomes:**

- Successfully Developed Business Revenue with skill Dev training program
- Engaged Govt and Pvt Skill Trng Project with New Branches PAN INDIA
- Developed Skill Training Content and PPT, organised seminar & events

Organisation Name: IISD – (Automobile Skill Development Industry) Delhi/NCR**Position:** Vocational Training and Business Dev.**From** 12/2015 – 08/2018**Key outcomes:**

- Successfully Developed Business Revenue with skill Dev training program
- Engaged Govt and Pvt Skill Trng Project with New Branches PAN INDIA
- Developed Skill Training Content and PPT, organised seminar & events

Organisation Name: Extramarks Education Pvt.Ltd. (Education and Skill Development Industry) Noida**From** 06/2013 – 10/2015**Position:** Product Manager- Automobile Training & Business Dev – PAN India**Key outcomes:**

- Successfully Developed Business Revenue with skill Dev training program
- Engaged Govt and Pvt Skill Trng Project with New Branches PAN INDIA
- Developed Skill Training Content and PPT, organised seminar & event.

Organisation Name: Global Automobiles Ltd (OEM Automobile Industry) Kolkata

From 10/2008 – 05/2013

Position: Territory Manager – After Sales Service, Sales & Trng – North India

Key outcomes:

- Manage Service sales and Spare Parts Revenue growth, Achieved Target.
- New Client engagement, Local Mechanics Meet, and Parts Sales.
- Expand Business Dev. And Dealer Network, Training Development.
- Implementation of Warranty, Insurance Claim Management SOP. CAMP.
- Customer Feedback and complaint resolution on stipulated time frame.

Organisation Name: Singla Hero Group. (Auto. Industry) Delhi /NCR **From 07/2001 – 08/2008**

Position: Manager- After Sales Service & Sales

Key outcomes:

- Manage Service sales and Spare Parts Revenue growth, Achieved Target.
- New Client engagement, Local Mechanics Meet, and Parts Sales.
- Expand Business Dev. And Dealer Network, Training Development.
- Implementation of Warranty, Insurance Claim Management SOP. CAMP.
- Customer Feedback and complaint resolution on stipulated time frame.
- Successfully Performed and achieved Service and Parts Sales Target
- Organised Sales and After Sales Service Camp
- Successfully achieved Warranty and Customer Complaint Management.

Languages: • English • Hindi • Bengali • Assamese

Personal Details:

Nationality	Indian	Current Location	Delhi
Gender	Male	Marital Status	Married
Date of Birth	19-04-1973	Native Place	Kolkata
Family background information			
Name	Relationship	Education	Occupation
Dr. Late Sushil Deshmukh	Father	MBBS	Doctor
Dr.Tapan Deshmukh	Elder Brother	MBBS,MD	Doctor
Dr. Salil Deshmukh	Elder Brother	MBBS,MD	Doctor
Er. Sankar Deshmukh	Elder Brother	MS - Chem	Chemical Engg.
Mr. Sunil Deshmukh	Elder Brother	MA, B.Ed.	Teacher