

Abhishek Panwar
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****Professional Summary****

A highly skilled professional with ****11 years of experience**** in the ****automobile industry****, specializing in ****Dealer Management Systems (DMS), training, and application support****. Proven expertise in ****sales, service, CRM, and parts modules****, along with ****coordinating with dealer owners and ASMs**** to ensure efficient system utilization. Adept at ****DMS training, troubleshooting, and consultancy**** with a strong ability to streamline dealership operations.

****Work Experience****

****EDP Manager****

****Frontier Vehicles Pvt Ltd (Honda Cars India Ltd Dealership)** | **Nov 2024 – Present****

- Managing the dealership's ****electronic data processing (EDP) operations**** to ensure smooth workflow.
- Coordinating ****DMS implementation, troubleshooting, and training**** for dealership staff.
- Supporting ****sales, service, CRM, and parts teams**** in utilizing the system effectively.

****Career Break (June 2024 – Oct 2024)****

- Took a break from work due to ****father's illness****, providing necessary care and support.

****Application Support Engineer****

****3i Infotech Consultancy Pvt Ltd** | **Jan 2024 – June 2024****

- Provided ****technical support for dealership applications**** and resolved system issues.
- Assisted with ****DMS configuration and troubleshooting**** for clients.
- Delivered ****training sessions to dealership staff**** on system usage.

****DMS Coordinator****

****Thangam Corporate Consultancy Pvt Ltd** | **April 2023 – Nov 2023****

- Led ****DMS implementation and support**** for dealership networks.
- Provided ****training sessions**** to dealership staff and ensured system optimization.

- Assisted in **system upgrades and troubleshooting**.

L1 Helpdesk Engineer (Honda Cars India Ltd – Client)

Nityo Infotech Pvt Ltd | **2018 – 2023**

- Acted as **first-line support for dealership management systems**.
- Coordinated with **Honda Cars India Ltd dealerships** for DMS-related queries.
- Conducted **remote and in-person training** for dealership teams.

Service Advisor

Globe Agency (Hero MotoCorp Dealership) | **2014 – 2018**

- Managed **customer interactions, vehicle servicing, and complaint resolution**.
- Coordinated with **service teams** for efficient vehicle maintenance and workflow.

Education

Diploma in Mechanical Engineering

Monas University, Hapur, Uttar Pradesh | **Completed in 2013**

Skills

- **DMS Training & Implementation**
- **Sales, Service, CRM & Parts Module Expertise**
- **Dealer Coordination & Support**
- **Troubleshooting & Application Support**
- **Technical Consultancy for Dealerships**

Languages

- Hindi
- English