

Dhruvkumar Jethva

☎ +91 81607 54449 | ✉ jetiva.dhruv@gmail.com | 📍 Visnagar, Gujarat, India – 384315

Professional Summary

Results-driven Service Advisor & Store Supervisor with over 3 years of hands-on experience in the automotive service sector, specializing in customer relationship management, technical diagnostics, and parts & warranty administration. Recognized for delivering efficient service operations, improving customer satisfaction, and maintaining streamlined workshop functionality. Proven ability to manage service workflows, mentor junior staff, and resolve complex technical issues in high-volume environments.

Core Competencies

- 🔧 Automotive Diagnostics & Technical Support
- 🛠️ Warranty Processing & Parts Management
- 🤝 Customer Service Excellence
- 📄 Billing, Documentation & Order Processing
- 📅 Service Scheduling & Workflow Optimization
- 🏠 Inventory Control & Workshop Operations
- 📁 CRM & Sales Assistance
- 🧠 Critical Thinking & Problem Resolution
- 💡 Attention to Detail
- 💻 Proficient with Auto Industry Software & MS Office

Professional Experience

Advance Auto Care (Mahindra First Choice) – Visnagar, India

Service Advisor & Store Incharge

📅 Dec 2016 – Oct 2017

- Delivered personalized support to customers by diagnosing issues and recommending service solutions.
- Managed end-to-end parts ordering, warranty claims, and inventory reconciliation.
- Streamlined workshop scheduling and reduced customer wait times by 25%.
- Strengthened customer retention through effective communication and service satisfaction follow-ups.

Cargo Motors Pvt. Ltd. (Tata Motors) – Visnagar, India

Service Advisor & Store Incharge

📅 Jan 2014 – Aug 2016

- Coordinated daily service operations, ensuring timely diagnostics and vehicle servicing.
- Oversaw workshop logistics, including technician assignments and resource allocation.

- Improved efficiency in order processing and reduced parts delivery turnaround by 30%.
- Supported CRM initiatives by maintaining updated customer records and feedback systems.

Education



Diploma in Mechanical Engineering

Swami Sachchidanand Polytechnic College, Visnagar

 May 2016 |  GPA: 68.81%

Secondary School Certificate (SSC)

Gujarat Secondary Education Board (GSEB)

 March 2010 |  GPA: 68.38%

Technical Skills & Certifications

- AutoCAD (2D & 3D Drafting) – All Versions
- Certificate in Computer Concepts (C++)
- Operating Systems: Windows XP, 2000, 7, 8, 10, 11
- MS Office (Excel, Word, Outlook)

Languages

- English – Proficient
- Hindi – Intermediate
- Gujarati – Native

Achievements & Interests

- Strong command of engineering drawing (isometric & orthographic)
- Known for a positive attitude, adaptability, and teamwork
- Passionate about self-development, reading, and technical writing
- Highly regarded for communication and interpersonal skills

Declaration

I hereby declare that the information provided above is true and accurate to the best of my knowledge. I am committed to delivering exceptional performance and continuous improvement in all professional endeavors.

Dhruv Kumar Jethva