**RESUME**

**Name : SHAHRUKH KHAN**

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**CAREER OBJECTIVE :**

With practical experience in sales, marketing, and service advisory, I am seeking a role where I can leverage my technical expertise and customer-oriented approach. My goal is to enhance customer satisfaction and business growth through strategic marketing and service excellence. My dedication is to the pursuit of perpetual learning and the constant enhancement of my abilities.

**EDUCATIONAL QUALIFICATION :**

Bachelor of Engineering in Automobile - June 2020

Oriental Institute of Science and Technology | Bhopal

CGPA: 7.5

Diploma in Mechanical Engineering - June 2017

Takshshila Institute of Technology | Jabalpur

CGPA: 7.2

**EXPERIENCE :**

**July 2024 – Present**

**PDI Manager | SUCCESS AUTO (Volkswagen)/SUCCESS CAR (JEEP) ANAND GROUP | Bhopal**

Overseeing the preparation and delivery of new vehicles to ensure they meet the company’s and customer’s quality standards. The role involves a mix of technical, managerial, and customer service tasks.

June 2023 – May 2024

Service advisor | RMJ Motors | Bhopal

Overseeing the daily operations of a service department. Their responsibilities include managing staff, ensuring customer satisfaction, controlling costs, and maintaining service records, Strive to run an efficient and profitable service department, focusing on customer retention and meeting set objectives for the department.

March 2022 – May 2023

Sales and Marketing executive | Envitect | Jabalpur

As a Sales and Marketing Executive, my goal was identifying and capturing market opportunities to accelerate expansion, increase revenues, and improve profit contributions. I have consistently achieved and surpassed sales targets by leveraging data-driven strategies. My proficiency in cultivating and maintaining client connections has led to a robust track record of customer satisfaction and building enduring loyalty.

January 2021 – Feb 2022

Service Advisor | Standard Motors | Jabalpur

As a service advisor my responsibilities was to greet customers, understanding and documenting vehicle issues, and providing estimates for service and repairs, verify warranty and insurance information, manage service schedules, and ensure customer satisfaction

**SKILLS :**

* Customer service
* Sales
* Dealership experience
* Automobile repair
* Administrative experience

**SOFT SKILLS :**

* Communication
* Teamwork
* Adaptability
* Time Management
* Growth Mindset

**DECLARATION** :

I hereby declare that all above information is true to the best of my knowledge.