

RESUME

BINIT KUMAR JHA

Permanent Address:

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Supaul

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Post Applied for - WM /BSM / MSPIN - 982559

Career Objective:

To get a job in which I can gain experience and increase my practical knowledge.

Academic Qualification:

- Diploma in Mechanical
- Intermediate form Patna.
- Matriculation form B.S.E.B.Patna
- Diploma in Computer Application.

Work Experience (Jan'12 to Oct'14)

Organization– Maruti Suzuki India Ltd. Gurgaon (Third Party Role. EDP Services)
Designation–Customer support executive (CSI)
Department– Service

Work Experience (Nov'14to Mar'18):

Organization-Seemanchal Motors (Maruti Authorized Dealer Bhagalpur)
Designation– Customer Care Manager /Group Customer Care Manager
Department– Service

Work Experience (Apr'18 to Jan'20):

Organization – Seemanchal Motors Pvt. Ltd, Bhagalpur (Maruti Suzuki Authorized Dealer)
Designation–Asst. Workshop Manger
Department– Service

Work Experience (Jan' 20 to Jun'24)

Organization – GS Motors (Maruti Suzuki Authorized Dealer)
Designation– Workshop Manager
Department– Service

Work Experience (Jul'24 to Till Date)
Organization – Singh Maruti Care (Maruti Suzuki Authorized Service)
Designation– Service Head
Department– Service

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Key Skill:

- Service Marketing handling
- PSF handling
- Customer Complaint handling & Satisfaction.
- CEI & NPS monitoring
- Warranty
- Workshop Operation & Productivity.
- Monitor to all KPI report as per MSIL

Training

- Service Marketing
- CCM
- PSF process
- Warranty Process
- FTIR process
- Basic
- Advance
- Workshop Operational

Achievement

Winner of two times skill competition in the category of CCM .
Highest load growth performer on regional level (FY 18-19)
Best CEI performer on regional level (FY 19-20)

Competencies:

- Fast learner, Adapt well to changes and pressures in workplace.
- Good presentation skills.
- Work effectively with diverse groups of people.
- Friendly with an upbeat attitude

Personal Information:

Name-	Binit Kumar Jha
Father's Name-	Amit Kumar Jha
Date of Birth-	24-Jun-1991
Marital Status-	Married
Language Known-	Hindi, English

Declaration:

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

Date:

Place:

Binit Kumar