

vineet tripathi

Sonbhadra up , pincode-231207, Sonbhadra, Uttar Pradesh
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Experienced support executive with 4+ years in customer service, application troubleshooting, and teaching. Proven track record of improving response time by 20% and enhancing customer satisfaction. Excels in resolving issues and recommending solutions. Transitioned to teaching role in under 1 years.

WORK EXPERIENCE

Suzuki • Lucknow

Floor manager • Full-time

- **Customer Service and Satisfaction:** Ensures that customers receive excellent service by addressing their concerns, providing timely updates on repairs, and maintaining a high level of professionalism.
- **Team Leadership and Supervision:** Manages and supervises a team of technicians and service advisors, ensuring they meet service goals, follow safety protocols, and maintain high-quality standards.
- **Service Operations Management:** Oversees day-to-day operations of the service department, including job scheduling, workflow management, inventory control, and ensuring that all equipment is properly maintained.
- **Quality Control and Troubleshooting:** Ensures all motorcycle services are performed to Suzuki's standards, checks work completed by technicians, and assists in complex diagnostic issues.
- **Reporting and Performance Analysis:** Monitors performance metrics, tracks service revenue, and prepares reports for management, identifying areas for improvement and ensuring efficiency

Autoplant system India pvt Ltd • Sonbhadra • 12/2021 - 06/2024

Site support executive • Full-time

- Coordinated priority of support work based on client and business needs.
- Provide remote software services to correct reported issue.
- Maintained composure when faced with difficult customer satisfaction.
- Managed customer- facing FAQ and knowledgebase on media sources.

Charkhatales • Lucknow • 09/2020 - 03/2021

Customer support executive • Full-time

- Listened to customer questions and concerns care staff according to performance and history.
- Collected customer information and analyzed customer needs to recommend potential products or services.
- Managed customer service effectiveness by monitoring performance and assessing metrics.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.

EDUCATION

Bachelor of technology in Mechanical engineering

Babu Banarasi Das Northern India institute of technology Lucknow • Lucknow • 07/2015 – 07/2019

XII in Science, Math

Obra inter college sonbhadra • Obra sonbhadra • GPA: 60% • 07/2013

SKILLS

Continuous improvement, Customer service expertise, Documentation skills, Leading Team Meetings, Problem solving, Record management, Regulatory compliance, Support services, Teamwork and collaboration, Technical support