

Prashant Pande

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With my past working experience I am looking forward for a challenging career Opportunity where my related experiences can be utilized and be part of Progressive and highly dynamic performing organization and will be able to Share my skills and abilities in promoting excellence and quality services.

Work Experience

SERVICE MANAGER

Sahyadri Motors Pvt Ltd-Pune, Maharashtra

Full-time

0-15 days notice period

July 2024 to Present • Full-time

Taking care for Service operations for Mahindra & Mahindra products (Personal Vehicles). Ensure Customer Satisfaction. To ensure to comply all OEM Parameters. Labour and parts revenue growth. Ensure Quality Job. To ensure no Customer complaints should come & if complaints reports corrective actions with proper actions implementation. To ensure Spare Parts Availability.

BRANCH MANAGER

Ratnaprabha Motors, Jalna-Jalna, Maharashtra

Full-time

June 2023 to June 2024 • Full-time

Taking care for Sales Administrative & Service operations for Mahindra & Mahindra products (LCV/ Personal/LMM Vehicles). Ensure Customer Satisfaction. To ensure to comply all OEM Parameters. Labor and parts revenue growth. Ensure Quality Job. To ensure no Customer complaints should come & if complaints reports Corrective actions with proper actions implementation. To ensure Spare Parts Availability.

SERVICE MANAGER

Captain Tractors Pvt Ltd-Nashik, Maharashtra

Full-time

July 2021 to May 2023 • Full-time

Support to Dealers on increasing customer satisfaction in Maharashtra & South States. To support Dealers for Resolving Service/Product Related issues/Queries receives from Dealers & customers. To take up product failures concern with Plant and to provide solutions to Dealers. Technical guidelines & develop product as per market needs by providing feedback to plant team & Ensure spare parts availability.

SR.MANAGER

International Tractors Pvt Ltd-Hoshiarpur, Punjab

Full-time

August 2014 to July 2021 • Full-time

Focus on increasing customer satisfaction in North Africa Countries. To Resolve Service/Product Related issues/Queries receives from Buyer. To take up product failures concern with Plant and to provide solutions to Buyer, with technical guidelines. To ensure All MIS Reports from respective country Buyers to be receive at Head Office (such as PDI/Tractor Installations/ Inspections of Warranty Claims etc.). To ensure Spare Parts availability at Distributor end. To provide Technical Training on products to Sales & Service Manpower. Service Network Expansion in Africa. To Organize Training Schedule for Technicians Across the Globe in Plant Training Centre. To prepare technical training Videos on products.

SERVICE Manager

Tractors & Farm Equipment Ltd-Jaipur, Rajasthan

Full-time

February 2005 to August 2014 • Full-time

Customer Support, handling Customer Support for Rajasthan State. Focus on increasing customer satisfaction in state. Focus on Dealer Development towards increasing customer's satisfaction level. Focus on Increasing Dealer workshop profitability. To plan service activity like Free Service Camps. Drivers Meets. Implements Trainings. Interaction & Training to Works Mangers, Mechanics to improve customer's satisfaction. Service of Product within 48 Hours so that customer's work should not suffer. Service networks expansion. Focus on improving quality of Pre Delivery Inspections of products. Infrastructure development at dealership, (Automated Workshop). Timely product feedback to plant - products/Models wise complaints Analysis. Focus on increasing Service Load at dealership for increasing consumption of parts and lubes, results More customer satisfaction & Increase in dealers Workshop Revenue. Preparing /Submission Monthly reports.

Service Engineer

M/S LML Ltd.-Aurangabad, Maharashtra

Full-time

January 1995 to February 2004 • Full-time

Managing Dealers & Sub dealer network. To organize various Promotional Activities. (Service Camps/ Customer Meets). Workshop Infrastructure development at dealerships. To attend & resolve customer complaints. To identify & appoint the Dealers /Sub dealers - for network expansion. Coordinating / Deputation of technicians & Supervisors to training center for training. To monitor and improve quality of Pre Delivery Inspections of products To monitor, inspect & approve warranty claims. To give product feedback to management.

Education

Diploma in Automobile Engineering

Diploma in Automobile Engineering-Nagpur, Maharashtra

Skills / IT Skills

- Active Listening
- Leadership
- Problem-solving
- Adaptability
- Decision Making

Languages

- English
- Hindi
- Marathi