

RESUME

Name : Vignesh R

Address : No:17,VijayaragavanStreet,
Vijayalakshmipuram, Ambattur,
Chennai, Tamil Nadu 600053.

Phone Number : +(91)9360757893.

Email Id : vigneshr2898@gmail.com

Work History :

Service Manager

KHIVRAJ ELECTRICS – ATER ENERGY. LTD.,

Chennai, India

April 2023 – Current

- Diagnosing the vehicle and resolving the problem.
- Allocating Job card to the technician and manage team to complete daily and monthly targets.
- Job card opening and closing with respective labors.
- Communicate with CRE/CRM for discussing about the customers complaints, Feedback rating and appointments booking.
- Arranging the technician for respective training and meeting.

Service Manager

DINO MOTORCYCLES – ROYAL ENFIELD,

Chennai, India

June 2022-April 2023

- Overseeing the provision of services and maintaining customer relationships
 - Guiding the service team's activities, ensuring they follow best practices, and monitoring their performance
 - Creating plans to improve service and problem management
 - Evaluating the effectiveness of services and programs, and reporting on their impact
 - Setting goals for customer experience and reviewing performance
 - Monitoring department issues and client complaints
 - Working with the business team to create service level agreements
- Helping to generate sales leads for the organization

Spare In-charge

DINO MOTORCYCLES – ROYAL ENFIELD,

Chennai, India

June 2021-June 2022

- Forecasting parts needs and ordering parts to maintain optimal inventory levels.
- Monitoring the current parts inventory
- Pricing parts to maintain profitability
- Receiving parts, including placing the min to inventory and properly labeling them
- Overseeing special orders
- Collaborating with service managers to ensure all parts are available for repair jobs
- Collecting defective parts and sent to warehouse for warranty claiming

Service Advisor & Job Card Controller

DINO MOTORCYCLES – ROYAL ENFIELD,

Chennai, India

December 2020 - May 2021

- Entering job cards by manually as well as systematically to follow the queries accurately and customer has to know the vehicle stage.
- Closing all the job cards and make sure the customer paying the service cost with their respective bills.
- Clearing the error occurs on the job card by raising ticket and contacting help desk to solve the problem ASAP.

Cashier

DINO MOTORCYCLES – ROYAL ENFIELD,

Chennai, India

Dec 2019-November 2020

- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets

Cashier**BIG BAZZAR, Chennai, India****May 2019-Dec 2019**

- Provides a positive customer experience with fair, friendly and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customer's purchases.
- Discounts purchases by redeeming coupons.
- Processes return transactions.
- Collects payments by accepting cash, check, or charge payments from customers and make charges for cash customer.
- Balances cash drawer by counting cash at beginning and end of work shift.
- Maintains a safe and clean working environment by complying with procedures, rules and regulations.
- Contributes to team effort by accomplishing related results as needed.

Skills:

- Strong communication and interpersonal skills.
- Excellent sales skills and ability to persuade customers to make a purchase.
- Good knowledge of motorcycles and their specifications.
- Proficient in Microsoft Office applications.
- Ability to multi task and work in a fast-paced environment.
- Strong customer service skills.

Education:

- Bachelor of Engineering in Electrical and Electronics ,Apollo Engineering College, Chennai, Tamil Nadu, May 2019.
- HSC, St.Joseph's Metric Higher Secondary School, Chennai, Tamil Nadu, April 2015.
- SSC, St.Joseph's Matric Higher Secondary School, Chennai, Tamil Nadu, March 2013

DATE :

Yours Obediently

PLACE :**VIGNESH R**

