



GUBENTHRAPRABHU.K.B
HEAD OF SERVICE

PROFILE

*Accomplished Automotive Head of Service with 30+ years of experience in premium Passenger Car Distributor & Dealership in International & Domestic Markets.

*Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills.

*Proficient in using independent decision-making skills and sound judgment to positively impact company success.

*Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

*Utilizes a professional, hands-on approach with employees to increase Productivity & Revenues.

WORK HISTORY

HEAD OF SERVICE & PARTS
GOLDEN HYUNDAI
Salem – Tamil Nadu - INDIA
Since Oct 2023

* Ensuring overall success of an organization by ensuring that customer service is of high quality, operational efficiency is maintained, and financial goals are met.

Leadership and Strategic Planning:

*Develop and implement strategies to achieve departmental goals and objectives.

*Provide leadership and direction to the service and parts teams.

*Collaborate with other departments to align service and parts activities with overall organizational objectives.

Operational Management:

*Oversee day-to-day operations of the service and parts departments.

*Ensure efficient and effective service delivery and parts distribution.

*Monitor and manage departmental budgets, expenses, and revenue.

Customer Service:

*Maintain a strong focus on customer satisfaction.

*Implement and monitor customer service standards and procedures.

*Address customer concerns and complaints in a timely and effective manner.

Team Management:

*Recruit, train, and manage service and parts staff.

*Foster a positive and collaborative work environment.

*Conduct performance evaluations and provide feedback to employees.

Inventory Management:

*Manage and optimize inventory levels of parts and supplies.

*Implement inventory control measures to minimize waste and ensure accuracy.

Quality Assurance:

*Implement and enforce quality control standards in service and parts processes.

*Monitor and evaluate the performance of service technicians and parts personnel.

Vendor and Supplier Relations:

*Develop and maintain relationships with suppliers and vendors.

*Negotiate contracts and agreements to ensure favourable terms and conditions.

Regularity Compliance:

*Ensure compliance with industry regulations and standards.

*Stay informed about changes in regulations that may affect service and parts operations.

Technology and System:

*Implement and leverage technology solutions for efficient service and parts management.

*Stay current with industry trends and advancements in service and parts technology.

CONTACT DETAILS:**COMMUNICATION ADDRESS:**

GUBENTHRAPRABHU K B

PLOT NO 25,

VISHAL NAGAR- PHASE: 1,

PASINGAPURAM,

MADURAI – 625018

TAMIL NADU

INDIA

PHONE NUMBER:

+91 9944541719

E-MAIL ID:

gubenthra@yahoo.com

DOB – 07 Dec 1972

PASSPORT DETAILS:

Passport No: S5868765

Passport Expiry: 14 Oct 2028

*Prepare and analyse financial reports related to service and parts operations.

*Identify opportunities for cost savings and revenue growth.

Safety and Environmental:

*Ensure that safety protocols and environmental regulations are followed in service and parts operations.

*Implement and enforce safety procedures to protect employees and customers.

Continuous Improvement:

*Identify opportunities for process improvement and implement changes.

*Foster a culture of continuous improvement within the service and parts departments.

HEAD OF SERVICE

SAUD BAHWAN AUTOMOTIVE LLC – LEXUS & TOYOTA

Sultanate of Oman.

July 2009 – March 2023

*Drove year-over-year business growth while leading operations, strategic vision, and long-range planning.

*Introduced new methods, practices, and systems to reduce turnaround time and continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.

*Implemented business strategies, increasing revenue and effectively targeting new markets.

*Provided strategic oversight of marketing and promotional campaigns to keep campaigns aligned with overall goals and objectives.

*Mitigated business risks by working closely with staff members and assessing performance.

*Interacted well with customers to build connections and nurture relationships.

*Addressed dissatisfied customer concerns with professional demeanour and used communication & problem-solving skills to resolve issues.

*Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.

*Formulated policies and procedures to streamline operations.

*Developed and implemented strategies to increase sales and profitability.

*Implemented operational strategies and effectively built customer and employee loyalty.

*Trained and guided team members to maintain high productivity and performance metrics.

*Managed budget implementations, employee reviews, training, schedules, and contract negotiations.

*Maximized team efficiency by coaching and mentoring personnel on management principles, industry practices, company procedures, and technology systems.

*Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.

*Provided thoughtful guidance to personnel in navigating and resolving snags in productivity.

*Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.

SKILLS

- Business Management
- Budgeting
- Financial Management
- Risk Management
- Strategic Planning
- Market Strategies
- Corporate Leadership
- Organisational Leadership
- Relationship Management
- Staff Management
- Negotiation
- Policy development and optimisation
- Process Improvements
- Productivity Performance

EDUCATION

>> Diploma in Mechanical Engineering

MAVMM Polytechnic – Madurai

Apr 1989 – Mar 1993

>> Bachelor of Mechanical Engineering –

Part Time

Thiagarajar college of Engineering

Madurai

Apr 1995 – course completed.

TRAINING

* Certified TSM KODAWARAI Body Paint promoter by Toyota Motor Corporation - Japan.

* Certified TSM KODAWARAI Mechanical Evaluator by Toyota Motor Corporation - Bahrain.

* TATA Motors Certified Workshop Supervisor.

*Scheduled employees for shifts, considering customer traffic and employee strengths.

*Trained new employees on proper protocols and customer service standards.

GENERAL MANAGER SERVICE & PARTS

KULATHUNKAL MOTORS – TATA & FIAT (PASSENGER CARS)

Trivandrum – Kerala

May 2008 – June 2009

*Directing day-to-day operations with a staff of approximately 125 employees.

*Trained and specialized in managerial duties and led the department P&L from red to the green.

*Dealt with ownership directly to increase sales in service as well as maintain a high gross profit margin.

*Maintained high Customer Satisfaction with (CSI) over 95%.

*Quality Assurance Goal Attainment Policy Improvements.

*Team Leadership Performance Reviews.

*Manage the service department effectively by scheduling associates, service appointments and organizing workflow to deliver quality work on time to customers

*Built repeat business and customer loyalty by ensuring highest quality repairs and educating & problem solving with customers on technical issues

*Engage immediately with customers, acknowledging regular clientele and pricing service repairs and new products

*Encouraged preventive maintenance service to keep their vehicles running at peak performance

*Monitor suppliers to ensure that they efficiently and effectively provide needed goods or services with budgetary limits

*Productivity or goal achievements or to identify areas needing cost reduction or program.

*Balanced Parts supply chain and inventory managements ensuring with min dead stock parts. Spare parts availability.

MANAGER SERVICE & PARTS

ABT INDUSTRIES LTD – TATA (PASSENGER CARS)

Madurai – Tamil Nadu

Apr 1993 – May 2008

*Daily responsibilities included reviewing business objectives and budget with my team KPI.

*Increase revenue by utilizing my exceptional sales ability, customer relations skills and upselling as deemed appropriate.

*Plan, organize & manage the work of the subordinate staff to ensure that the work is accomplished in a manner consistent with organizational requirements.

*Direct administrative activities related to providing services & prepare staff work.

*Retain customers by implementing after-sales follow-up calls.

*Increase Customer database through marketing activities and word-of-mouth referrals based on integrity, honesty and trust.

Soft Skills

MS Office

SAP

Languages

- English – Speak-Read-Write
- Hindi – Speak-Read
- Arabic – Speak
- Tamil – Speak-Read-Write
- Malayalam – Speak
- Telugu - Speak

*Confer with customers to obtain descriptions of vehicle technical concerns and to discuss work to be performed on the vehicle.

*Hires, trains, motivates, counsels and monitors the

*Collaborate with staff members to formulate and implement policies.

*Direct activities of staff performing repairs and maintenance to equipment, vehicles and facilities

*Test drive vehicles and test components and systems using equipment such as Diagnostic tools.

*Ensuring achieving spare parts principals targets and supply chain, with maintain 90% parts availability for service operations.

Yours Truly

Gubenthraprabhu K B