

DHARMARAJ NAIR

Automobile Industry

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Accomplished and energetic Automotive Service & Bodyshop Manager with a history of achievement in the automotive industry with 20+ years experience managing all phases of After Sales Service , Bodyshop and Overall Workshop Operations. Motivated leader with strong organizational abilities. Areas of expertise include Team Management, and decision making. Proven mentor trainer of multidisciplinary teams in line with aggressive performance metrics.

Work Experience

Aftersales Support Coordinator

Navnit motors Ltd (BMW) - Mumbai, Maharashtra

August 2023 to Present

At BMW Aftersales Dept Service and Bodyshop

Monitoring workshop operations to ensure synchronous flow of job and information between front and back office, using experience of modern business methods in a practical way

Coordinating branch warranty; diagnostics, repairs and dealer technical report presentation

Verify warranty and service contract coverage by examining records and papers; explaining provisions and exclusions.

Service & Bodyshop Manager

SERVAL AUTOMOBILES - Andheri, Mumbai, Maharashtra

August 2021 to Present

MUMBAI, MAHARASHTRA

AUGUST 2021 TO PRESENT

DEPUTED IN BODYSHOP & SERVICE DEPT. WITH ADDITIONAL RESPONSIBILITIES OF MANAGING OVERALL WORKSHOP OPERATIONS. PROCUREMENT OF SPARE PARTS, INSURANCE CLAIMS AGAINST ACCIDENT REPAIRS, ESTIMATION, INVOICING, TEAM MANAGEMENT, REFURBISHMENT OF USED CARS FOR SALE,

SERVICE & BODYSHOP MANAGER - WORKSHOP

5 SPEED TECHNOLOGIES LTD - Nigeria Lagos

September 2018 to December 2020

AFTER SALES SERVICE & BODYSHOP OF MULTI BRAND VEHICLES)

Refurbishment Of Used Cars

Clearly defined employee responsibilities and tracked performance.

Management of Overall Workshop Management, Accident dept, Insurance Assessment, Estimation, Bodyshop and Service Dept.

Managed service requests and prepared a database listing such requests.

Ensured warranty specifications were upheld when work was performed.

Maintained inventory of spare parts and prepared purchase orders.

Attended customer complains, handled with sensitive care to customer's satisfaction.

Coordinating with technicians and guiding with the process with quality jobs rendering to customers.
Experienced in Refurbishment of multi branded used vehicles
Experience in resolving all automotive faults by diagnosing and solving the problems.
Requisitioned repair parts and servicing materials, coordinated with spare parts department and obtained all necessary parts required for repairs.

ASST. SERVICE & BODYSHOP MANAGER

STALLION NISSAN MOTORS NIGERIA LTD - Lagos

August 2016 to September 2018

Leading a team of Service and Bodyshop professionals, managing workshop Floor, front and back office operations with focus on implementation of policies & procedures; ensuring that operations comply with company / brands standards.

Increased service department revenue resulting in profitability year over year.

Heading entire workshop with Overall accountability of providing After Sales Support in Both Body Shop and Service dept.

Assisting GM After Sales in policy making and preparing business and training plans

Organize and manage the tasks of subordinate staff to ensure that targets are accomplished in a manner consistent with organizational requirements.

Achieved a speedy revenue growth from 5 million to 15 million naira less than 2 years of inception

Drive business growth through identification and penetration of new market segments for attainment of targets with a view to optimize revenue.

Monitoring workshop operations to ensure synchronous flow of job and information between front and back office, using experience of modern business methods in a practical way

Coordinating branch warranty; diagnostics, repairs and dealer technical report presentation

Verify warranty and service contract coverage by examining records and papers; explaining provisions and exclusions.

WORKSHOP MANAGER SERVICE & BODYSHOP

THE HONDA PLACE LTD - Kano

March 2014 to August 2016

MULTI BRAND WORKSHOP - NEW CAR SALES & AFTER-SALES SERVICE).

Overall Workshop management

ASST Workshop Manager

THE HONDA PLACE LTD - Lagos

September 2012 to March 2014

Incharge of 3 workshop in Lagos,

Apapa, Victoria Island and Ikeja branches. Handling entire workshop operations

Workshop Manager

THE HONDA PLACE LTD - Port Harcourt

January 2007 to September 2012

PORT HARCOURT}

(JAN 2007- SEPT 2012)

WORKSHOP MANAGER SERVICE AND MANAGING AND CONTROLLING OF OVERALL WORKSHOP ACTIVITIES.

SENIOR SERVICE ADVISOR

ICHIBAAN AUTOMOBILES PVT LIMITED - Mumbai, Maharashtra

August 2005 to December 2006

Ensuring team understanding, importance of customer satisfaction, improve customer service standards.

Prepared repair orders and obtaining approvals against work to be carried out.

Managed the Bodyshop department effectively by scheduling associates and appointments.

Organizing workflow to deliver quality work on time to customers.

Maintain/manage daily record of repairs and services of vehicles undertaken and completed

Inspect all customer vehicles and identify needs of its maintenance and repair.

Supervise, manage and monitor Bodyshop technicians with their neat and organized bay at all times.

Handle customer queries and respond to their needs in a cool, courteous and prompt manner.

Monitoring warranty claims and initiating processes according to standard requirement.

Workshop Manager

SERVEL AUTOMOBILES LIMITED - Mumbai, Maharashtra

June 2001 to July 2004

Supervise and Managing work of Technicians - Service & Bodyshop , performed extensive diagnosis and repairs

Vehicle reconditioning goals, Hire/train/develop automotive service , & bodyshop professionals.

Ascertain vehicle problems by listening to customer's description of their issues and recording the problems in Job card.

Coordinated with parts department and obtained all necessary parts required for repairs.

Ensured maintaining good ethical standards in everyday activities in assistance with service personnel

Maintained all vehicles and made necessary repairs to same.

Maintained accurate records and ensured warranty parts retention as outlined.

Workshop Manager

SANGAM AUTOMOBILES - Mumbai, Maharashtra

July 1998 to May 2001

MUMBAI, INDIA

(JULY 1998 - MA

Coordinate with customers and technicians, to determine repairs required.

Ensured customer satisfaction at all times and performed regular surveys for same.

Arranging purchase of spares and stocking of fast and slow moving parts.

Ability to organize clerical work, administration, control systems and financial resources of the system

Knowledge of recruiting, selecting and appraising staff and building effective and efficient teams

Ensured customer deadlines and repair schedules are managed and adhered to.

Experienced in refurbishment and sale of used vehicle's

Prepare sale documents, coordinating with RTO dept. and arranging necessary docs for ownership

Started as Trainee Mechanic, had hands-on experience working on multi brand vehicles in all departments of car repairs.

WORKSHOP MANAGER / SERVICE AND BODYSHOP OPERATIONS & OVERALL WORKSHOP MANAGEMENT & ADMINISTRATION

Trainee Mechanic

PEREIRA GARAGE - Mumbai, Maharashtra

1985 to 1996

Career started as helper Mechanic, hands on skill & experience working on multi brand vehicles - panel denting & painting, welding, wheel alignment, air conditioning repair, mechanical/electrical systems, and basic metalworking in all dept. Also worked in as Car Washing & Interior cleaning,

Education

Diploma in Automobile Engineering in Automobile Engineering

St. John Engineering Institute Mumbai - Mumbai, Maharashtra

1997

BACHELOR OF COMMERCE in COMMERCE

UNIVERSITY OF MUMBAI - Mumbai, Maharashtra

May 1992

Skills / IT Skills

- Problem Solving, Customer Relationship Management, Employee Supervision, Customer Service, Employee Training, Automotive Maintenance and Repair Electrical Systems, Quality, Vendor Management, Automotive Repair, Time Management & Effective Leadership, Operation and Quality Control Analysis, Active Listening, Critical Thinking, Revenue growth, Negotiation, Estimating.
- Internet
- Mailing
- MS office package (MS word, Power Point, Excel and Outlook) Problem Solving, Customer Relationship Management, Employee Supervision, Customer Service, Employee Training, Automotive Maintenance and Repair, Bodyshop management Electrical Systems, Quality, Vendor Management, Automotive Repair, Time Management & Effective Leadership, Operation and Quality Control Analysis, Active Listening, Critical Thinking, Revenue growth, Negotiation, Estimating. Internet Mailing MS office package (MS word, Power Point, Excel and Outlook)