

# Joginder Singh Rajput

Surat, India | jogindersinghrajput5@gmail.com | 09426148720 | LinkedIn

## SUMMARY

Seasoned General Manager with over 25 years of experience in the automotive service industry, specializing in customer retention and departmental profitability. Proven track record in leading and motivating management teams to achieve strategic business objectives and enhance operational efficiency. Adept at implementing sound business management practices, fostering a culture of excellence, and driving customer satisfaction. Strong leadership skills with a focus on developing and executing marketing plans to promote new and repeat business. Committed to maintaining high-quality service standards and ensuring compliance with industry regulations.

## WORK EXPERIENCE

### Technician

08/1994 - 11/1995

A.S.MOTORS (AUTHORISED DEALERS OF BAJAJ TEMPO & TRAVELLERS), Surat

- Executed comprehensive maintenance and repair services on customer vehicles, ensuring high-quality standards and customer satisfaction
- Utilized diagnostic equipment to accurately identify vehicle issues, enhancing repair efficiency
- Delivered exceptional customer service by clearly explaining automotive repairs and issues
- Maintained a clean and organized repair shop, contributing to a professional work environment.

### Service Supervisor

01/1996 - 12/2002

TRISHUL MOTORS (AUTHORISED DEALER OF VECV COMMERCIAL VEHICLES LTD.), Surat

- Streamlined communication between customers and mechanics, reducing inefficiencies and minimizing comeback repairs
- Accurately estimated repair costs and ensured timely completion of services, enhancing customer satisfaction
- Managed parts inventory to align with system records, optimizing operational efficiency
- Maintained comprehensive preventive maintenance records, supporting long-term vehicle performance.

### Service Advisor

01/2003 - 12/2004

TRISHUL MOTORS (AUTHORISED DEALER OF VECV COMMERCIAL VEHICLES LTD.), Surat

- Engaged with customers to diagnose automotive issues, providing expert advice on vehicle maintenance for optimal performance
- Prepared detailed repair estimates and secured customer agreements, ensuring transparency and trust
- Delivered repaired vehicles on schedule, maintaining high customer satisfaction and adherence to safety standards.

### Assistant Works Manager

01/2005 - 12/2007

TRISHUL MOTORS (AUTHORISED DEALER OF VECV COMMERCIAL VEHICLES LTD.), Surat

- Demonstrated strong leadership and communication skills, effectively managing and motivating teams to achieve operational goals
- Implemented efficient time management and problem-solving strategies, enhancing department productivity
- Fostered a collaborative work environment, promoting teamwork and customer service excellence.

### Body Shop Manager

01/2008 - 12/2011

TRISHUL MOTORS (AUTHORISED DEALER OF VECV COMMERCIAL VEHICLES LTD.), Surat

- Coordinated with customers and insurance adjusters to maintain sales volume and customer satisfaction
- Supervised body shop operations, ensuring quality control and timely completion of repairs
- Managed payroll and purchasing duties, optimizing resource allocation
- Developed strong relationships with insurance companies, facilitating efficient claims processing.

### Works Manager

01/2012 - 12/2018

TRISHUL MOTORS (AUTHORISED DEALER OF VECV COMMERCIAL VEHICLES LTD.), Surat

- Scheduled and supervised technicians to meet service appointments, maintaining a safe and efficient work environment
- Enhanced customer relations, contributing to a 10% increase in customer base and a 25% rise in sales units

- Managed purchasing accounts and met budget objectives, supporting long-term business growth.

### Process Manager

01/2019 - 05/2020

TRISHUL MOTORS (AUTHORISED DEALER OF VECV COMMERCIAL VEHICLES LTD.), Surat

- Led process improvement initiatives, reducing errors and enhancing operational efficiency
- Developed comprehensive training manuals and process documentation, supporting staff development and quality control
- Coordinated cross-functional teams, fostering a collaborative work environment and driving business process innovation.

### General Manager Service

06/2020 - 02/2021

KATARIA TRUCKING PVT. LTD. (AUTHORISED DEALER OF BHARAT BENZ TRUCKING), Surat

- Directed dealership operations, hiring, training, and motivating department managers to achieve strategic goals
- Conducted performance evaluations and developed annual operational plans, aligning with dealership objectives
- Monitored daily operations, ensuring consistency with forecasts and enhancing departmental performance.

### Assistant General Manager Service

03/2021 - 07/2022

TRISHUL MOTORS (AUTHORISED DEALER OF VECV COMMERCIAL VEHICLES LTD.), Surat

- Assisted in managing daily operations, ensuring a safe and profitable work environment
- Implemented quality and productivity objectives, achieving company goals
- Coordinated recruitment, training, and performance evaluations, supporting staff development and operational excellence.

### Service Manager

08/2022 - 08/2024

VE Commercial Vehicles Ltd., Surat

- Forecasted departmental goals and objectives, striving for continuous improvement
- Managed service department staff, providing training and performance monitoring to enhance productivity
- Developed and implemented marketing plans, promoting new and repeat business
- Ensured compliance with manufacturer warranty and policy procedures, maintaining high-quality service standards.

## SKILLS

**Soft Skills:** Highly Organized, Critical Thinking And Problem Solving, Attention To Detail, Active Listening, Adaptability, Good Time Management, Hard Working, Flexibility And Adaptability, Self-motivation, Interpersonal Skills, Leadership And Teamwork, Conflict Resolution, Fast Learner, Ability To Multitask, Problem Solving, Decision Making, Ability To Work Under Pressure, Leadership Skills, Time Management, Effective Time Management, Ability To Work In A Team, Microsoft Excel, Leadership, Customer Service, Communication Skills

## CERTIFICATIONS

### Microsoft Excel Basic (English) by LearnTube

May 2025

Cred id:DJA-B-1-1293171-0

### Leadership Skill by LearnTube

May 2025

Cred id:DJA-B-1-1293033-0

## EDUCATION

### COMPLETED 10TH FROM CBSE BOARD

06/1990 - 06/1991

SSLC, ATOMIC ENERGY CENTRAL SCHOOL , Kakrapar, Gujarat, Surat

### COMPLETED ITI IN DIESEL MECHANIC

07/1993 - 07/1994

ITI (DIESEL MECHANIC), ITI , Surat

**COMPLETED CORRESPONDANCE DIPLOMA IN AUTOMOBILE ENGINEERING**

*DIPLOMA IN AUTOMOBILE ENGINEERING, SHRIDHAR UNIVERSITY , Pillani, Rajasthan*

06/2010 - 06/2013