



# Rajesh Sambhare

Manager Customer Service- Sale

## PROFILE SUMMARY

- Proven excellence in automotive Customer Support After-Sales Service Operations Specialist Warranty & Spare Parts Management | Dealer Management | Technical Support | Driving Customer Satisfaction & Business Growth in ICE
- Develop Spare part Market Pan India, Europe, Asian, Middle East Country, providing technical support to field for critical issues through Dealerships/ Customer support in order to improve customer satisfaction.
- Effective leadership with excellent motivational skills to sustain growth Technical Support to introduce range product & spare Training to Explore Business.
- Customer Support & ensuring customer satisfaction by achieving delivery & service quality satisfaction.
- Robust Experience in cost Effective product Development Provide solution to implement existing product base.
- Explore Product sales in Europe, US, African Middle East, Mexico
- Field Warranty / product Analysis / field issues by implementing quality improvements through participation in CFTs at all OEM.
- An effective communicator with excellent presentation Interpersonal analytical, Problem solving & Leadership Skill. • A competent professional with rich experience in automotive Market need, to launch product range to explore after sale service Turn Over to support plant profitability & P& L Support. • Expertise in developing Product Maintenance & Repair service Manual for OEM & after sale service Network Pan Ind

## PERSONAL INFORMATION



### Email

rajesh.sambhare@gmail.com

### Mobile

(+91) 8600100297,9422859829

### Total work experience

26 Years 0 Month

### Social Link

<https://www.linkedin.com/in/rajesh-s-364a9929>

## KEY SKILLS

Leadership Skills

Management Skills

Problem-solving skills

Customer Service skills

Product Management

Problem Analysis

Presentation Skills

Organization Skills

Analytical Skills

## EDUCATION

1994

Diploma Mechanical engineering.

**Late Vasantdada Polytechnic Nagpur**

1997

B.E.

**Anjuman College of Engineering Nagpur**

## WORK EXPERIENCE

## OTHER PERSONAL DETAILS

City Pune

Country INDIA

## LANGUAGES

- English
- Hindi
- Marathi
- Gujarati
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Apr 2010 -  
Present

Manager Service Sales Automotive

### **Valeo India Pvt Ltd. (VES)**

Apr'10 - 2012 - Present Valeo India Pvt Ltd, Manager Service Sale, Automotive Valeo powertrain Electrification systems.

- Key achievement B2B sale Turn Over Year on year 9% against plant Sale.
- Lead Sale service network Pan India & Asian,
- Generate aftermarket sale for (STR & ALT & auto part) Europe & Asian Market.
- Product Catalogue development, Service Manual for OEM & After sale Service Dealer Pan India
- New Product Launch to generate Service Revenue for the Plant growth, Asian & Europe Market.
- Service Support to OEM: - Suzuki, Hyundai, Renault, Nissan Tata Motors, Fiat India, Ford Kia, MG Motor
- Field return Warranty management Pan India, Warranty Claim Settlement OEM warranty.
- Product Development (Bench Mark + Reverse Eng) product for India & global Market,
- After sale Service revenue turnover of 80 Millian / Annually to support P&L.
- Product training to Service dealer & Retail Network.
- After Sale Inventory planning & maintain consumption pattern.by Inventory tool ABC.
- Generating RFQ's on Niche OEM, customer engagement, identifying potential Market,
- Aftermarket Project Management, Develop Product as per Market demand to generate AFM Turnover.
- Proto Type Preparation & Vehicle Integration to record performance to meet product requirements.
- Providing Product Training to OEM Dealer as well valeo Network, product support to Customer.
- Vehicle Level Analysis on Field failure Root cause Analysis. On OEM supply Product range
- PLM Design review with RND, 2D Product Analysis to meet Customer requirement.
- Motivate team to work towards to achieve common goal.
- Expertise in 12 V & 24 V starter & Alternator .48 Mild Hybrid., BMS, MOSFET, BLDC Motor.
- Customer Support on Product Quality, Co-ordination with Cross Function team for Smooth launch
- Product Warranty Catalogue Define warranty Norm's, Fixed warranty criteria to OEM & Aftersales Service Warranty for Company Growth & Customer Satisfaction.

Jun 2007 - Apr  
2010

Assistant Manager Service (Automotive After Sale Service)

### **Lucas Indian Service (LIS)**

Jun 2007- Mar'2010: Lucas India Service Ltd, Assistant Manager Service, • Customer Supply Quality Support to M&M Tractor Plant in Nagpur.

- Customer Satisfaction Filed Failure Complaint management.
- Product Analysis vehicle Complaint & provide Support to Resolve filed Issue.
- Battery Warranty Management System OEM (Car Battery + Inverter Battery)
- FIE+ CRDI Delphi TVS, Fuel diagnostic & resolved Issue at OEM dealer Network.
- Delphi Rotor Pump for Mahindra Tractor Zero Km Warranty Support.
- Product Training to OEM dealer on CRDI system. Tata Motor, LTVS Dealer Network Vidarbha Region.
- Product Training to MSRTC electrical system (Tata + Ashok Leyland vehicle),
- Joint Analysis on Part failure.

Feb 2002 - May 2007

Customer Relationship Manager

**Automotive Manufacturers (AMPL) Maruti Suzuki Authorized Dealer**

Feb'2002-May'2007: Automotive Manufacturer Pvt Ltd. • Lead 24x7 customer service for Field Support to MSIL Dealer Network, Technical Support to Service • Analysis of failure part, (Engine, Transmission. & Electrical system) • Conducting Service camps to create awareness in customers. • Monthly report for regular warranty failure part sending to Maruti Suzuki Ltd • • Customer complaints. Reporting Maruti Suzuki Ltd Gurgaon

Dec 1995 - Jun 1996

Engineer

**M/S BAJAJ Tempo Ltd. Ltd Pithampur Indore**

Handle service warranty pan India. • Handling the warranty claim. \*Warranty updating in System.

**INTERNSHIP**

549 Days

**Bajaj Auto**

**Projects**

426 Days

**Starter Motor Genset**

Starter Motor for Small genset for Single & Duel Cylinder for Genset Application.

1695 Days

**(Alternator & starter) Charging & starting System**

Alternator (Charging System) For Marine Application  
Conventional Alternator With 90 Amp CCW rotation.  
Product Under Design Validation with Suzuki Marine Japan.

547 Days

**STARTER MOTOR**

Stater motor 2.4Kw for military Application

2120 Days

**Alternator**

Honda Snow blower application, for Export to Japan Market  
Business awarded on 14 Jan-2023 life cycle of Project 10 Year.

608 Days

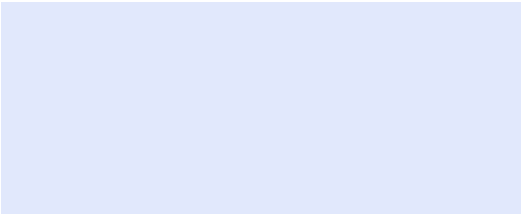
**Starter Motor**

Design & develop 2.4 Kw 12V Starter Motor for Genset & Agriculture Pump Set for Middle East Market This is First starter for Valeo India Production Site

60 Days

**Pneumatics Robot for foundry**

Pneumatic robot for pouring molded metal Projected was awarded By Honorable Minister Murli Manohar Joshi



COURSES & CERTIFICATIONS

- Bullet proof Manager