

**Shalom Bunglow, Saptshrungi Nagar,
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Vishwas Ohol

CARRIER OBJECTIVE

To work in a professional environment where I can learn new skills & grow, to reach the zenith of Mechanical world.

CORE COMPETENCIES

Business Development

Initiating marketing solutions to build data base and consumer preference to drive volumes.

- Plan marketing activities to achieve volume estimations and review effectiveness.
- Planning and implementing activities like service promotions to increase visibility and thereby increasing revenue through various marketing activities.

Project Execution

- List down the resource needs for projects, after considering the budgetary parameters set.
- Managing activities like finalization of technical specifications, procurement, scheduling, progress monitoring testing, site management, manpower planning.

THE ACCOUNTABILITIES :

Production Management

- Conceptualizing & screening production processes and conducting feasibility studies, determining the viability based on the technical, financial & economic parameters.
- Managing the responsibility of service advisor & Supervisor as per the work load.
- Establishing key workshop management systems viz.: “Job Control System”, “Customer Contact System” & “Reporting” to run the shop smoothly and effectively.
- Implementing “Workshop Loading System”, “Repeat Job Analysis”, “Workshop Progress Control System” & controlling the related parameters to avoid “Customer Dissatisfaction” and “Lost man hours”.

- Carrying out “Customer Retention Activity” through planned service follow –ups & campaigns.
- Handling statistical workshop management and assessment of key ratios & indices to monitor parts’s department performance.
- Preparing production schedules/ plan; monitoring cost & time over-runs to ensure execution of production process within budget.
- Managing timely dispatches and ensuring the achievement of targets w.r.t. efficiency, rejection, downtime resources deployment, etc.
- Carrying out “ Service Promotions Activities”.

Quality Management

- Conducting inspection of Spare, material, machined components & bought out items and maintaining records for dispatch plan received from sales.
- Getting approval form “ZASM” for failed parts, which are in contractual warranty as well as commercial warranty, preparing “warranty claims” and sending the failed parts to company with proper procedures.
- Analyzing existing processes / procedures; conducting analysis for finding out shortcoming and suggesting improvements measures.
- Monitoring quality systems & compliance with pre set standards; troubleshooting and maintaining requisite documents to ensure complete in- process quality & improvement in process capabilities.
- Monitoring the Quality Activities and Evaluation Criteria at the dealer level.
- Carrying out the Internal Audits on periodic basis.

Resource Management

- Verifying material availability and preparing indent for required materials.
- Managing the overall procurement of raw material, packing material, equipments & machinery and other production requirements.
- Identifying and developing potential vendors /suppliers of achieving cost effective purchase of Row materials, achieving reeducation in prices and timely deliveries.
- Managing all the activities related to parts operation.

Relationship Management

- Interacting and coordinating with clients for understanding their technical requirements; ensuring quality and timely service for enhancing relations.

- Managing industrial relation and delegation work schedules for smooth functioning of operations & ensuring high level of health & safety at work place.
- Managing, Implementing and tracking the activities like PSF, DCFC, SSS, and CSI for better relationship management.

People Management / Training

- Imparting coaching to employees on various initiatives, ensuring the progress on identified improvement initiatives, sharing and implementing best practices in order to achieve installation parameters.
- Monitoring the work performance, appraise, provide feedback, impart knowledge, plan development, resolve conflicts, implement employee engagement and development / training plans, monitor program status, and act as mentor.

Support Services/ After Sales

- Directing the team in ensuring customer satisfaction by maintaining excellent turn around time (TAT) for delivery & service quality norms.
- Providing guidance in after sales support where solutions, technical support & troubleshooting is required.

EXPERIENCE

- ❖ **April 2025 to till date – Automotive Manufactures Pvt Ltd., as Floor In-Charge.**
- ❖ **February 2018 to March 2025 – Indian Institute of skill Development Pvt Ltd. Gurgaon (Haryana)**

Vocational Trainer – (Working on Govt Ashram School,Palsan Tal. Surgana Dist-Nashik
- ❖ **September 2016 to January 2018 – Magic Nissan Pvt Ltd. Nashik. Nissan & Datsun Car Service Center**

Workshop Incharg / Floor Controller

- To handle all technician in Workshop
- Resolve all technical issue while technician work on vehicle.
- Allotment of Vehicle to technician.
- Getting Techician In-House Training.

❖ **April 2013 to Aug 2016 Pawar Automobiles Pvt.Ltd. VE Commercial Vehicles Nasik.**

Works Manager

- Achieve service & dept profit targets set by the administration.
- Build, cultivate and maintain a customer focused & well trained team.
- Strictly carry out the workshop operations as per standards of maruti Suzuki.
- Responsible for customer satisfaction.
- Monitoring day to day business of the work shop & dealership profitability.
- Monthly parts sales target to achieve.
- Reporting to the GM/Dept head on regular basis.

Co- ordination & handling of major quality issues related to vehicles

- Sending necessary technical information and follow-up with VE Commercial Vehicles.

❖ **September 2012 to March 2013 Mahalaxmi Automotive Pvt. Ltd. Maruti Suzuki Center.**

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- Co- ordination & handling of major quality issues related to vehicles.
- Sending necessary technical information and follow-up with Maruti Suzuki India Ltd.

❖ **January 2012 to August 2012 Volkswagen Nashik**

Service Advisor

- Opening and closing or Repair Orders.
- Writing and understanding customer complaints.
- Diagnosing customer's problems and confirming the jobs.

- Taking trail initial as well as final rest driver.
- Keeping up service advisor tracking sheet.
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❖ **May 2008 to December 2011 Seva Auto Motive Pvt. Ltd. Nashik.**

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- Diagnosing customer's problems and confirming the jobs.
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❖ **August 2007 to April 2008 TATA Motors Ltd. Pune.**

Quality Supervisor

EDUCATIONAL QUALIFICATION

- S.S.C. Passed from Nashik Board with Pass Class.
- H.S.C. Passed from Nashik Board with Pass Class.
- Mechanic Motor Vehicle (ITI) with First Class.
- Apprenticeship with First Class.
- Diploma Passed with First Class.

TRAINING RECORD

- Received successful basic training of Martuti Suzuki India Ltd.
- Received successful advance training of Maruti Suzuki India Ltd.

ADDITIONAL KNOWLEDGE

- Driving 2, 3 And 4 Wheeler Vehicles Including Jeep, Tempo, And Truck.
- Basic Computer Knowledge.
- Certificate in MS-CIT.

INTERESTS

- Driving different india as well as foreign vehicles, reading, listening to Indian and western music, travelling etc.

PASSPORT

- I do possess Indian passport no F5060442 issued by the regional passport office, thane Mumbai

DRIVING LICENSE

- I process a bonafide driving license bearing no . MH 15 20040196956

VISHAWAS C. OHOL