

# YUNIT KUMAR PAL

## Automobile Service Manager

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Yunitpal

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Delhi

YK

## SUMMARY

As an Automobile Service Manager, I excel in overseeing all aspects of service operations, ensuring top-notch customer satisfaction, and maximizing efficiency. With a strong background in automotive engineering and extensive experience in managing service departments, I possess a deep understanding of vehicle diagnostics, repair procedures, and customer service principles. My leadership skills enable me to effectively lead and motivate teams of service technicians, streamline workflow processes, and optimize resource allocation. I am adept at problem-solving, process improvement, and maintaining compliance with industry regulations and safety standards. By fostering a customer-centric approach and promoting a culture of continuous improvement, I consistently drive service department performance to exceed expectations.

## EDUCATION

### BBA

Asian Institute Of Engineering and Managment

2013 - 2016

### Pre Sea Training (Marine Engineering)

Southern Academy Of Maritime Studies

01/2018 - 12/2018

## SKILLS

Sales Tracking Business Planning Team Management

Team Work Customer Support Customer Satisfaction

## TRAINING / COURSES

Auto Spray Painting

Polishing

Auto Body Repair and Paint

Car Detailing

Ceramic Coating

Deep cleaning

## LANGUAGES

English  
Advanced



Hindi  
Advanced



## EXPERIENCE

### Service Manager

Trusted Mobility Services Limited

08/2023 - Present Gurgaon

Founded on the principles of convenience, reliability, and superior customer service, Trumigo is revolutionizing the car service industry in India.

- My journey with Trumigo is incredibly impactful! Starting from the early days with just a few bookings per week to spearheading the expansion into new areas like Gurgaon, North and South Delhi, Dwarka, and Noida is a testament to my dedication and leadership.
- My ability to bridge the gap between teams, understand customer requirements, and ensure timely service delivery has significantly improved customer satisfaction, as reflected in the impressive NPS growth from 58% to 97%.
- It's clear that the efforts i have placed played a crucial role in the company's growth, enabling it to now easily handle 100 services a day.

### Relationship Manager

GoMechanic

01/2021 - 04/2023 Delhi

GoMechanic is an Indian startup that provides technology-enabled solutions for car repair and maintenance services. Founded in 2016 by Amit Bhasin, Kushal Karwa, Rishabh Karwa, and Nitin Rana, GoMechanic aims to revolutionize the traditional car servicing industry by offering convenient, transparent, and affordable services

- Its sounds like an impressive journey! Starting as a relationship manager at GoMechanic and then establishing your own entity, "GoMechanic Shree Shyam Ji Motors,"
- Demonstrates your entrepreneurial spirit and dedication.
- Offering a comprehensive range of services, from mechanical and electrical repairs to bodywork and cleaning, showcases your commitment to providing customers with a one-stop solution for all their automotive needs.
- This initiative not only adds value to the GoMechanic brand but also strengthens its presence in the West parts of Delhi.

## EXPERIENCE

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### Production Supervisor

#### Jai Kai Auto Parts

📅 05/2016 - 12/2020 📍 Faridabad

Jai Kai Auto Parts Company has been a stalwart in the manufacturing of truck leaf springs for the past 30 years. With a rich legacy spanning three decades, the company has established itself as a trusted supplier of high-quality leaf springs for trucks.

- As a Production Supervisor at Jai Kai Auto Parts, your role was pivotal in ensuring smooth operations and optimal performance of the production line. Your responsibilities included.
- Capacity Management: Overseeing the production line to ensure that manufacturing processes are running efficiently and meeting production targets.
- Inventory Management: Maintaining accountability of raw materials, ensuring that adequate stock levels are maintained to support production requirements while minimizing excess inventory.
- Quality Control: Implementing quality control measures to ensure that manufactured products meet the company's quality standards and specifications.