

PIUSH PANDEY

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H.No.199/Y, Shivapuram Colony, Basharatpur (EAST),GORAKHPUR - 273004 INDIA D.O.B. 24th July'1980 Marital Status - Single



Objective

Excellent interpersonal communication and relationship building skills. Listens attentively, communicate persuasively and followthrough diligently. Technically skilled proficiency in computer basics and automobile.

Experience

Alpha Automotive Pvt.Ltd - Katmandu (NEPAL)

JAN - 2023 - AUG - 2025

Deputy General Manager (DGM) - AFTERSALES NATIONAL HEAD

- Responsible for overall service in Nepal Region
- Responsible for improving service growth in terms customer retention
- Responsible for increasing business volume of spare Parts
- Responsible for managing whole year campaigns in terms of free service camps,service rides,Freelance Mechanicmeets and staff training calender
- Responsible to monitor BRI norms should be followed.
- Responsible for recruitment, training of professionals as per requirements.
- Responsible for subsequent training of all service and housekeeping personals.
- Responsible for interviewing, screening and recommendations for any potential service personnel.

Golden Wheel Parts & Lubricants - Gorakhpur

MAR - 2018 - DEC - 2022

Area Sales & Service Manager

- Responsible for overseeing the company's operations and driving business growth of Lubricants,Brake Shoes,Grease,Oil Filter,Air Filter etc. for 2 wheelers.
- Responsible for managing overall functions, including sales, marketing, customer relationship management.
- Responsible for recruitment for Human Resource as required.

ROYAL ENFIELD - NEPAL

NOV - 2016 - FEB - 2018

Area Service Manager

- Responsible for subsequent training of all service and housekeeping personals.
- Responsible for interviewing, screening and recommendations for any potential service personnel.
- Responsible for research and evaluation of all current and potential products and services used in maintenance and upkeep the company norms.
- Responsible for all service and spares related reports in terms of MSPA reports (FSCR/SMS/Spares/Oil and Manpower analysis with bay productivity etc.)
- Responsible to incorporate the best practices theory in workshop premises.
- Responsible for aftermarket spares sales and distribution network with network expansion within the provided geographical conditions.
- Responsible to organize activities related service like Reunion riders meets.

GOMTI AUTO SALES & SERVICES P.LTD. - LUCKNOW

OCT - 2013 - MAR - 2016

Service Manager

- Responsible for all over activities in the workshop. Controlling a team of technical staff (Floor supervisor, Technicians, Service Advisors & Customer Care.
- Responsible for total customer satisfaction.
- Responsible for increase in business generation in terms for vehicle inflow.
- Responsible for the corporate fleet's service schedules.
- Responsible for the co-ordination between corporate & dealership in terms of online payments as well as grievances if any.

ROYAL ENFIELD - UP/ UK & BIHAR

JUL - 2012 - JUN - 2013

Territory Parts Manager

- Responsible for handling the network of Authorized Dealers/Distributors & Stockiest.
- Responsible for proper hygiene in terms of Spares – Part Catalogues, Updated Price Circulars, Genuine Spares by scheduled Audits at Dealers/Distributors & Stockiest.
- Responsible for Stock Management for proper stock to serve the customers better & on time.
- Responsible for network expansion of Aftermarket as per the geographical condition available at assigned territory.
- Responsible for Spares Training at our channel partner's sales team to work efficiently to achieve common set goal.
- Responsible for conducting activities for Aftermarket – new product launches, current product awareness & for grievances if any.
- Responsible for competitor's feedbacks in terms of their strategies in the market to serve & innovate better.

VICTOR GASKETS INDIA PVT.LTD. - VARANASI

JUN - 2011 - JUN - 2012

Sales Executive

- Responsible for the fitment of engine gaskets, Piston & Piston Rings in the Aftermarket.
- Responsible to achieve the target & develop the market interms of making new dealers.
- Responsible for product awareness in the market.
- Responsible for after sales service in terms of warranty. Coordination between market, dealers, distributors & company.
- Responsible for reports i.e., KRA, MIS & WeeklyReport.
- Responsible for coupon encashment from distributors,dealers & mechanics.
- Responsible for market activities interms of Van Campaigning & mechanic meets

LUXMI MOTORS - GORAKHPUR

JUN - 2009 - MAY - 2011

Works Manager

- Responsible for all over activities in the workshop.Controlling a team of technical staff (Floor supervisor,Technicians, Service Advisors & Customer Care.
- Responsible for total customer satisfaction.
- Responsible for increase in business generation in terms for vehicle in flow.
- Responsible to conduct free check-upcamps for customer views & satisfaction.

ENDURANCE SYSTEMS INDIA PVT.LTD. - NEW DELHI / NCR

JUL - 2008 - MAY - 2009

Senior Officer - Sales

- Responsible for the fitment of Shockers, Suspensions,Brake-Shoes & Friction-Plates in the Aftermarket.
- Responsible for increasing network as per the given territory.
- Responsible for service after sales in terms of warranty.
- Responsible complete customer satisfaction.

GOETZE INDIA LIMITED - MUMBAI

MAY - 2005 - JUN - 2008

Market Sales Representative - MSR

- Responsible for the Piston & Piston Rings, Liners in the aftermarket.
- Responsible for coupon encashment from Distributors,Dealers & mechanics.
- Responsible for product awareness in the aftermarket in terms of new products & existing products.
- Responsible for increasing sales.

● **PRAKASH BAJAJ - MUMBAI**

AUG - 2001 - APR - 2005

Works Manager

- Responsible for all over activities in the workshop. Controlling a team of technical staff (Floor supervisor, Technicians, Service Advisors & Customer Care).
- Responsible for total customer satisfaction.
- Responsible for increase in business generation in terms for vehicle inflow.
- Responsible to conduct free check-up camps for customer views & satisfaction.



Education

● **Hindustan Institute - (Chennai) INDIA**

2000

Diploma In Automobile Engineering (3 Years)

First / 73%

● **Welingkar Institute Of Management (Mumbai) INDIA**

2013

Post Graduate Diploma In Business Administration (PGDBA)

Second / 50%



Skills

- Customer Retention
- Problem Solver
- Team Building
- Repetitive Business