

Rehan Raza Khan

Address Bhopal, MP, 462001

Phone - 9752401995

E-mail - rehanrazakhan7@yahoo.com

Dear HR,

I am writing to express my interest in the opportunity available at your esteemed organization. With a decade of experience as a General Manager, I have developed a comprehensive skill set that allows me to effectively lead teams, manage operations, and drive organizational success.

In my previous role, I consistently utilized my practical skills to implement efficient processes and optimize productivity. My hands-on approach to management has enabled me to tackle challenges head-on, ensuring that both short-term objectives and long-term goals are met. I find great fulfillment in cultivating a collaborative environment where team members feel empowered to contribute their ideas and efforts.


I possess a natural aptitude for problem-solving, and I take pride in fostering innovative solutions that align with business objectives. By promoting a culture of open communication and mutual respect, I have been successful in enhancing team performance and engagement. I understand that leadership extends beyond managing tasks; it involves inspiring others to reach their potential and achieve collective success.

I am excited about the prospect of bringing my experience and dedication to your organization. I am confident that my commitment to excellence and my ability to work well with others will make a positive impact. Thank you for considering my application. I look forward to the possibility of discussing how I can contribute to your team.

Sincerely,
Rehan Raza Khan

Rehan Raza Khan

 Bhopal, M.P. 462023

 09752401995

 rehanrazakhan7@yahoo.com

Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success.

Skills

Organizational development

Operations management

Performance improvement

Customer retention

Business development

Leadership and team building

Staff motivation

Training and development

Workshop Automation Process

Experience

2022-11 - Current

General Manager

Surjeet Hyundai, Bhopal

- Led daily operations by coordinating departmental activities, ensuring alignment with monthly goals and standards.
- Strategize and implement initiatives that contribute to the steady expansion of the organization's top line.
- Established customer service protocols that improved satisfaction scores through timely feedback and resolution of issues.

- Facilitated regular meetings to communicate company objectives,
- Daily Monitoring, NPS/KPI/SQI & CC/1000.
- Warranty Track, YTP/PWA/SUSPENCE/EW/SOT.

2017-03 - 2022-11

Service Manager

Surjeet Hyundai, Bhopal

- SM L1 & L2 Training in Hyundai India, Training center Faridabad & Chennai HML plant.
- Managed daily operations of service department, ensuring efficient workflow and high customer satisfaction.
- Oversaw scheduling of service appointments, optimizing technician availability and minimizing wait times for customers.
- Trained new staff on service procedures and customer interaction protocols, enhancing team performance and service quality.

2013-11 - 2017-02

Workshop Manager

MYCAR Pvt. Ltd., Bhopal

- W.M. Training in Maruti Suzuki Gurgaon Plant.
- Implemented process improvements that reduced turnaround time for vehicle repairs while maintaining high service standards.
- Supervised maintenance of tools and machinery, ensuring all equipment was in optimal working condition to minimize downtime.
- Conducted regular inspections of workshop operations to identify areas for enhancement in productivity and safety compliance.

2009-07 - 2013-11

Service Advisor

MYCAR Pvt. Ltd., Bhopal, M.P.

- Provided expert guidance on vehicle maintenance and repair services, ensuring customer understanding of recommended services and associated costs.
- Implemented follow-up procedures for customer satisfaction, resulting in improved client retention rates through proactive communication and service reminders.

2009-01 - 2009-06

Service Advisor

Surjeet Bajaj Auto, Bhopal, M.P.

- FOOSA Training (Front Office Service Advisor) Bajaj Auto Pvt. Ltd. Akurdi Plant Pune (M.H.)
- Provided exceptional customer service, resolving complaints diplomatically and efficiently.
- Delivered prompt service to prioritize customer needs.



Educational Qualifications

2006-01 - 2009-01

DIPLOMA: Mechanical Engineering

GOVT.POLYTECHNIC COLLEGE TIKAMGARH - Tikamgarh, M.P.

2004-01 - 2006-01

12TH

RADHAKRISHAN HIGHER SEC. SCHOOL - Chhatarpur, M.P.

2004-01

10th

RADHAKRISHAN HIGHER SEC. SCHOOL - Chhatarpur, M.P.



Academic Project

Study of A.C. system, Study of A.C. system during polytechnic diploma in final year.



Disclaimer

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.



Personal Information

- Father's Name: Late. Shri Fareed Khan
- Date of Birth: 02/13/90
- Marital Status: Married



Personal Details

Date of Birth : 13/02/1990

Marital Status : MARRIED



Software

- NDMS

- GQIS

■ ■ ■ ■ ■
Advanced

- AUTOCAD

■ ■ ■ ■ ■
Advanced

- WORKSHOP AUTOMATION

■ ■ ■ ■ ■
Advanced

- CCC HOTLINE

■ ■ ■ ■ ■
Advanced