# Munish Madan

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# Head Operation Service - Automobiles

An automobile servicing expert with **27 year experience** in servicing automobile and providing after sales support. Seeking assignment as head operation service in a reputed organization engaged in, after sales service of branded vehicles.

## Professional attributes

* Expertise gathered over services rendered in various capacities with auto dealerships like **Palia Automobiles** Pvt. Ltd. Karnal, an Authorized Dealer of Daewoo Motors India Ltd.; **Samta Motors** Pvt. Ltd, an Authorized Dealer of Hyundai Motors India Ltd.; **Pearl Ford**, Karnal, an Authorized Dealer of Ford India Ltd.; **Lally motors**( an authorized dealer of honda cars) ; **Elegent Honda**(an authorized dealer of honda cars) ; **Globe Toyota** ,an Authorized Dealer of Toyota Kirloskar Motors India over last 27 years.
* In-depth knowledge of work-shop facilities required for automobile care and after-sales servicing.
* Proven leadership skills gained from managing clientele of large automobile dealers as well as guiding and managing large work-shops.
* Expert in establishing mechanical workshop required for providing top class service with economy in investment.
* Can organize and manage office documents related to the internal and Head office .
* Covering in various specialized skills ;
1. Data preparation, analysis and management skills
2. Skills in dealing with customers
3. Good presentation skills
4. Good auditing and reporting skills
5. Good communications skills
6. Good meeting management skills

## Work Experiences

 **Worked As a Head Operation Service in Globe Automobiles Pvt Ltd. (Kurukshetra & Kaithal)From 9Feb. 2018 to January 2023 and from 1 February 2023 transfered to Globe Toyota Karnal and transfered to Globe Toyota Yamunanger as Head Operation Service till 15 January 2024 to 19 june 2025 .**

 **Worked as AGM service in Elegant Honda ( A unit of Kishiv Motors Pvt Ltd.) from 22 April 2016 to 5 Feb. 2018**

 **Worked as A.G.M. Service in Pearl ford (A unit of Kanav Motors Pvt.Ltd.) and have looked after two locations i.e. Kurukshetra & Yamunanager from 15 Oct.2014 to 21April 2016**

**Worked as Hcs at Globe Toyota (Globe Automobiles Pvt. Ltd.) from 15 October 2012 to 14 October 2014**

**Courtsy Honda Karnal**

( **Lally automobiles pvt. Ltd** )

Authorized dealer of Honda Siel India Ltd

**Working As Service manager(11 October 2010 to 14 October 2012 )**

* Reporting to the General Manager, responsible for managing all aspects of operations for servicing automobiles sold and marketed by the company
* Developing operative budget for the workshop based on detailed forecasts and managing effectively within the operating budget.
* Improving system process capability and customer satisfaction index for delivery and quality of service.

##### Pearl Ford (p ) Ltd., Karnal

##### (Authorized Dealer of Ford India Ltd.)

**Assistant Service** **Manager (01 December 2008 to 10 October 2010)**

**Responsibilities:**

* Reporting to the General Manager, responsible for managing all aspects of operations in service of automobiles sold and marketed by the company.
* Developing operative budget for the workshop based on detailed forecasts and managing effectively within the operating budget.
* Selection and ordering of machines, and quality equipment for the workshop from time to time.
* Close monitoring of vehicle servicing work and ensuring timely completion of each commitment.
* Improving system process capability and customer satisfaction index for delivery and quality of service.

### Samta Motors Pvt. Ltd.

### Workshop Supervisor (1st Nov 2001 to 30st Nov 2006)

### Responsibilities:

* Supervised all activities of the workshop and comprehensive servicing of all type of vehicles sold to the clients.
* Achieving the set targets of servicing and handling customers for Quality, deliveries & Warranty problems.
* Acquiring complete knowledge of all the types of vehicles sold and marketed.
* Preparing technical report to the OEM Company according to the failures observed over a pre-set period of time.
* Implemented new service system according to service bulletins of concerned vehicle company’s set guideline.
* Acquiring complete knowledge of company Audit. Gathering knowledge about customer care and service appointments, Post service follow up.
* Presenting concern report received from customers to Auto dealers.
* Gathering detailed knowledge about extent of warranty and also Extended warranty of vehicles.
* Maintaining servicing plans to achieve set targets.
* Acquiring distinct knowledge of a typical accidental defect to a non-accidental type.

#### Achievements:

* Established the complete quality department.

##### Palia Automobiles Pvt. Ltd., Karnal

##### (Authorised Dealer of Daewoo Motors India Ltd.)

### Workshop Supervisor (1 September 1998 to 15 June 2001)

### Responsibilities:

* Anticipated and handled customer problems.
* Reported details of failures noticed in the models to the principal company.
* Implemented service system according to service bulletins provided by the company.

## Education

* Diploma in Mechanical engineering

###### Personal Details

* Date of birth: 2nd Aug, 1974
* Languages known: English, Hindi and Punjabi
* Last CTC drawn –128066/- per month +incentive + 25K traveling expense