

R.SATHISHKRISHNA

AUTOMOBILE ENGINEER

68A RAMASAMY LAYOUT
AVARAMPALAYAM
COIMBATORE
TAMINADU 641006
s.krishna.auto.01@gmail.com

EDUCATION

May 2011 to May 2015 **B.E AUTOMOBILE ENGINEERING**
CHRIST THE KING ENGINEERING COLLEGE 7.2 CGPA
Afft ANNA UNIVERSITY, CHENNAI

CAREER OBJECTIVE

Motivated and customer-focused automotive professional with hands-on experience in bodyshop operations at reputed dealerships. Eager to transition into a Service Area Manager role, bringing a strong understanding of service workflows, team coordination, and customer satisfaction strategies. Committed to optimizing service delivery and enhancing brand reputation.

PROFESSIONAL EXPERIENCE

July 2025-present **BODYSHOP MANAGER, RAMANI CARS PVT LTD (VOLKSWAGAN DEALER)**

This is a place Managed repair scheduling, workshop operations, and customer follow-ups Coordinated with technicians and insurance partners to ensure timely service delivery Implemented SOPs to improve turnaround time and customer experience Maintained inventory levels and ensured compliance with manufacturer quality standards

Dec 2021-June 2025 **BODYSHOP MANAGER, SGA PREMIUM CARS INDIA PVT LTD (JEEP DEALER)**

This is a place Managed repair scheduling, workshop operations, and customer follow-ups Coordinated with technicians and insurance partners to ensure timely service delivery Implemented SOPs to improve turnaround time and customer experience Maintained inventory levels and ensured compliance with manufacturer quality standards

Dec 2020-Dec 2021 **CLUSTER MANAGER, READY ASSIST**

Managed regional lube counter sales and branch coordination Trained technicians and set performance targets for daily achievement Implemented standard operating procedures for consistent service deliver

Dec 2015-Dec 2020 **SERVICE ADVISOR, ANAMALLAIS MOTRS PVT LTD (RENAULT DEALER)**

Handled customer interaction, job card preparation, and workshop follow-ups Coordinated technician workloads and performed final quality inspections Achieved monthly workshop targets and improved customer retention

SKILLS & ABILITIES

- Workshop & Service Operations, OEM KPI adherence
- Customer Relationship Management
- Team Coordination & Scheduling
- Bodyshop and service Process Knowledge
- Technical Troubleshooting
- Service Quality Monitoring
- Microsoft Excel, DMS Software (OEM)

TECHNICAL SKILLS

Analysis of engine fault diagnostics
Fault finding and trouble shooting in engine management control system
Working of relays , fuses and control systems
Fault finding in NVH systems.

ACCOMPLISHMENTS

Recognized by OEM and dealer management for customer satisfaction scores , customer retention, target achievements, monthly turn overs, kpi maintenance