

# THANGARAJ V

Key account manager

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Dynamic Key Account Manager with a proven track record at Cars24 Services, excelling in client relationship building and strategic sales planning. Leveraged advanced diagnostics and troubleshooting skills to enhance service optimization, achieving significant revenue growth and improved client retention through personalized engagement and effective problem-solving.

## ■ Skills

- ★ Key account management ★★★★★
- ★ Client relationship building ★★★★★
- ★ Services optimization ★★★★★
- ★ Inspecting vehicles ★★★★★
- ★ Troubleshooting skills ★★★★★
- ★ Advanced diagnostics ★★★★★
- ★ Engine rebuilds ★★★★★
- ★ Repair quotes ★★★★★

## ■ Experience

- ★ MAY 2025- DEC 2025 **TEAM LEADER SALES**  
True Value Maruti Suzuki - Ambal auto sales (achieving targets, customer handling, test drives) evaluation (inspecting used cars for mechanical/Body condition) back-end operations (accounts, administration),
- ★ FEB 2023 - May 2025 **Key account manager**  
**Cars24 Services Private,Coimbatore,India.**

- Built and maintained strong client relationships to drive business growth.
- Created sales forecasts to target daily, monthly and yearly objectives.
- Implemented strategic sales plans to achieve consistent revenue growth across key accounts.
- Improved client retention rates with personalized follow-up strategies and problem-solving techniques.

- ★ **OCT 2021 – MAY 2022**      **Evaluation Engineer**  
**Ola Cars,Coimbatore,India.**
  - Performed both hardware and software testing to provide a holistic understanding of product performance under various conditions.
  - Served as a resource for colleagues seeking advice or assistance on challenging inspection cases.
  - Issued notices and recommended corrective actions upon discovery of infractions or problems.
  - Inspected vehicles or other equipment for evidence of abuse, damage or mechanical malfunction.
  - Test drove vehicles following repair work to check for any remaining issues.
  
- ★ **MAY 2018 – SEP 2021**      **Inspection Engineer**  
**OLX Autos,Coimbatore,India**
  - Inspected vehicle equipment and options and documented results.
  - Diagnosed complex mechanical issues, enabling timely repairs and reduced downtime for customers.
  - Enhanced customer satisfaction with detailed reports on vehicle conditions and recommended repairs.
  - Maintained up-to-date knowledge of industry standards for car inspections, ensuring accurate assessments.
  - Test drove vehicles following repair work to check for any remaining issues.
  - Took photos of all damaged areas to include with repair reports.
  - Conducted in-depth inspections of vehicles to identify damage, missing parts, and mechanical issues.
  
- ★ **AUG 2015 – MAY 2018**      **Service Advisor**  
**Ambal Auto,Coimbatore,India.**
  - Conducted regular follow-ups with satisfied customers to encourage loyalty, repeat business, and referral opportunities from their personal networks.
  - Offering friendly and efficient service to customers, handled challenging situations with ease.
  - Enhanced customer satisfaction by providing personalized automotive service recommendations based on vehicle diagnostics and maintenance history.
  - Explained maintenance and repair needs to customers and offered advice on preventative maintenance.
  - Analyzed vehicle data using advanced diagnostic equipment.
  
- ★ **JUN 2014 – AUG 2015**      **Service Technician**  
**Pratham Motors,Bengaluru, India**
  - Replaced damaged, missing, or defective parts with new and refurbished components.
  - Performed diagnostic and troubleshooting procedures to find and identify root causes of mechanical issues.
  - Troubleshoot and diagnose faults with vehicle systems and components using OEM-specific code readers, diagnostic trees, and online knowledge bases.
  - Inspected and tested vehicles and completed preventive maintenance such as engine tune-ups, oil changes, tire rotations, wheel balancing, and filter replacement.

## ■ Education

- ★ MAY 2011 **Diploma in Mechanical Engineering (DME)**  
Karpagam polytechnic college, Coimbatore.
- ★ MAY 2008 **SSLC**  
Palaniammal Higher Sec School,pollachi

## ■ Certification

- Advanced automotive diagnostics course Training - OCT 2024
- ECM Repairing course Training - OCT 2024
- Participated in BASIC & ADVANCE COURSE conducted by MARUTI SUZUKI, Chennai -Aug 2016
- Expert in car malfunction diagnostic - May 2017

## ■ Language

- TAMIL - ★★★★★ (Upper intermediate level)  
ENGLISH - ★★★ (Intermediate level)