

UMANATH ARUMUGAM, B.E.

CONTACT INFORMATION

Mobile: +91 7708332021

Email: aumanath19@gmail.com

TECHNICAL SKILLS

- Auto CAD, MS Office tools, MATLAB (basic), SAP
- Automobile Engineering, Design of Machine elements

PROFESSIONAL EXPERIENCE

SERVICE MANAGER

BULLMENN MOTORS (Authorized dealers for Royal Enfield motorcycles)

Tamil Nadu, India

August 2024 - Present

- Oversee all service department operations and ensure high-quality maintenance for Royal Enfield motorcycles
- Manage service team performance and implement efficiency improvements to enhance customer satisfaction
- Coordinate with parts department to maintain optimal inventory levels for timely service completion
- Develop and implement service protocols aligned with manufacturer guidelines

SENIOR SERVICE ADVISOR

PRABAL MOTOR PVT LTD (Authorized dealers for Bharat Benz automotive vehicles)

Tamil Nadu, India

January 2024 - July 2024

- Served as primary point of contact for commercial vehicle customers, addressing complex service requirements
- Managed service scheduling and workflow to maximize department efficiency
- Prepared detailed cost estimates and explained technical issues to customers in understandable terms
- Coordinated warranty claims and maintained accurate service documentation

BRANCH HEAD

CIRCUITS 99 - Luxury Car Service

Chennai, Tamil Nadu, India

August 2022 - November 2023

- Led overall branch operations for luxury vehicle service center, ensuring premium service delivery
- Managed team of technicians and service advisors to meet performance targets
- Developed business strategies to increase service revenue and customer retention
- Built and maintained relationships with high-value clients and corporate accounts

BRANCH HEAD

5K Network Car Care
Coimbatore, Tamil Nadu, India
October 2020 - March 2022

- Managed resources and staff to ensure efficient operations
- Developed and attained sales goals for the branch location
- Delivered exceptional customer service and resolved escalated issues
- Implemented strategies to grow location revenues and increase market share
- Supervised diagnostic procedures for complex automotive electrical systems and engine performance issues
- Established quality control protocols for specialized services including ECU remapping and transmission overhauls

SERVICE ADVISOR

CAI Industries Pvt. Ltd. (Authorized dealers for Mahindra Automotive Vehicles)
Coimbatore, Tamil Nadu, India
May 2018 - August 2020

- Served as liaison between customers and service technicians, ensuring clear communication
- Greeted customers, scheduled appointments, and provided accurate service cost estimates
- Managed insurance coverage verification, conducted vehicle inspections, and test-drove vehicles
- Maintained detailed service records and followed up with customers to ensure satisfaction

SERVICE ADVISOR

Mahindra First Choice (Any Car Service)
Coimbatore, Tamil Nadu, India
October 2016 - April 2018

- Diagnosed vehicle issues and recommended appropriate service solutions
- Prepared service estimates and explained repair procedures to customers
- Coordinated with technicians to ensure timely completion of service work
- Handled customer inquiries and resolved service-related concerns effectively

SUPERVISOR

Ultrast Solutions (I) Pvt. Ltd.
Chennai, Tamil Nadu, India
June 2015 - September 2016

- Supervised operations at a pyrolysis plant converting waste plastics to furnace oil
- Managed ground staff and coordinated shift activities to ensure operational efficiency
- Conducted regular equipment inspections and implemented control measures
- Ensured compliance with safety protocols and environmental regulations

EDUCATION

Degree/Course	Institution	Percentage	Year
B.E (Automobile Engineering)	Christ the King Engineering College, Coimbatore, Anna University	78%	2015
Diploma (Automobile Engineering)	Lakshmi Ammal Polytechnic College, Kovilpatti	79%	2012
Higher Secondary Certificate	Government HSS, State Board, Sivagnanapuram	66.4%	2010
Secondary School Certificate	Government HSS, State Board, Sivagnanapuram	84.2%	2008

PERSONAL DETAILS

Detail	Information
Gender	Male
Marital Status	Married
Date of Birth	19/05/1993
Address	277/26, South Street, Sivagnanapuram, Vilathikulam (TK), Tuticorin (Dt) – 628712
Passport Number	R9943839
Passport Expiry Date	22/04/2028

I do hereby declare that the particulars of information and facts stated herein above are true, correct, and complete to the best of my knowledge and belief.

Umanath Arumugam