

**S. SURATH SELVA MAHARAJ****Discipline: DME****Years of Experience: 9.3 Years****Contact Address: 8/22, Nedungal Street,  
Uthumalai - 627860****Mobile: 9966086053****Mail Id: [yessurath@gmail.com](mailto:yessurath@gmail.com)****CAREER ABRIDGEMENT**

To pursue a challenging career in a progressive environment where learning, innovation and creativity are encouraged, where my skill set can be enhanced to their maximum potential to contribute to the overall success and growth.

**SKILLS & ABILITIES**

- \* Techno Commercial approach to retain and enhance all business opportunities.
- \* Expertise over reliable course action for the product process and development.
- \* Enriching the extended support for customize by exertion in all aspects.
- \* Multi-disciplinary exposure & potential on conveyance and persuasiveness.

**WORKING EXPERIENCE**

- \* **GBH Automechanics**
  - \* From Aug 2023 – Till date – Sales Team leader – Sales
- \* **Alliance World wide Partners**
  - \* From Nov 2022 – April 2023 – Associate coordinator – Road Side Assistance – Domestic Voice process
- \* **Okinawa Autotech Pvt Ltd**
  - \* From June 2022 – Nov 2022 – Senior Service Executive – Service & After sales marketing
- \* **Yamaha Motor India Sales Pvt Ltd**
  - \* From April 2014 - Dec 2020 - Senior Executive - Service & After sales marketing
- \* **Asahi India Glass Pvt Ltd**
  - \* From Oct 2012 - Aug 2013 - Shift Incharge - Production planning control
- \* **Lucas TVS Pvt Ltd**
  - \* From July 2011 - July 2012 - Line assembler/ noise testing unit - Wiper motor production

**THE GROWTH PATH**

- \* From Aug 2023 – Till date – Sales team leader – PAN India
- \* From Nov 2022 – April 2023 – Associate coordinator – PAN India (Tamil, Telugu, Hindi and English customers) - WFH
- \* From 2022 – Senior Service Executive – Service – Handling Telangana state.
- \* From 2018 - 2020 - Senior Service Executive - Service - Handling Major portion of Telangana state.
- \* From 2016 - 2018 - Service engineer - Service - Handling all new dealers/ networks and low performed dealers of Telangana state.
- \* From 2014 - 2016 - Diploma Engineer Trainee - Handled all Andhra pradesh & Telangana states networks.
- \* From 2012 - 2013 - Shift In charge - Production Planning control - Asahi India Glass pvt ltd, Chennai.
- \* Started my career From 2011 - 2012 - Apprentice trainee - Assembly line - Lucas TVS, Chennai.

## ROLES AND RESPONSIBILITIES

- \* Currently working as a Sales team leader, recruiting candidates, giving training, educating the potential and way to approach prospects, generating leads and closing leads as per target set by company.
- \* Worked as a process associate coordinator, handling inbound voice calls and providing solution on the spot, escalation, ticket raising for RSA customers. Used to handle all Indian language calls.
- \* Ensure 100% solution provided over phone, and 100% ticket has been raised with minimum escalation. 100% adherence on soft skills, process following procedure. (WFH)
- \* Ensure 100% support has been provided during emergency situation to customers.
- \* Ensure Proper assistance for the case has been provided to customers
- \* Update the status of the complaint to customers and providers on time to get better satisfaction results
- \* Brand image standardization and new dealer development along with High CSI rate.
- \* Service and parts Volume growth monitoring and target setting to fill the gap.
- \* Maintaining service volume vs Periodic maintenance parts consumption
- \* Maintaining Paid service vs Parts volume average targets
- \* Monthly parts sales to dealer vs actual target and network parts order monitoring.
- \* Back order management and back office query management.
- \* Market information gathering, bench marking survey analysis and Warranty management.
- \* Assisting and training of team for first fill of customer requirement with technical and commercial aspects.
- \* Monitoring, Processing & Assisting of dealers to achieve the desired targets on both service and spare parts sales.
- \* Dealer management over service and parts business.
- \* Driving and progressing on Distributor and retailer businesses.
- \* Systemizing the customer coverage through dealers and distributor networks to enhance the potential business Opportunity.
- \* Technical assessment and field level modification support for dealer on service and spare parts.

## IT SKILLS

- \* MS OFFICE
- \* DMS software
- \* AutoCAD
- \* ORACLE i11

## LANGUAGE PROFIECIENCY

- Tamil, English, Telugu and Hindi (speak).

## ACADEMIC CREDENTIALS

Course	Board/University	Year of completion	Name of institution	Grade
SSLC	State board	2008	Thirumurugan High school	A
DME	AICTE	2011	MSPVL Polytechnic college	A

