

# MADHAVAN MALLAPU

## Experienced After Sales Operations-Manager and HR Professional | Supply Chain Expertise

### Skills Matrix

#### **\*\*Operational Skills\*\***

- After Sales Management
- Spare Parts Management
- Technical Support
- Warranty Handling

#### **\*\*Technical Skills\*\***

- Vehicle Diagnostics
- Failure Analysis
- Service Process Auditing
- Automotive Systems Knowledge

#### **\*\*HR Skills\*\***

- Recruitment Support
- Performance Management
- Employee Engagement
- Training & Development

#### **\*\*Supply Chain Skills\*\***

- Inventory Control
- Logistics Coordination
- Procurement Support
- Demand Forecasting

#### **\*\*Tools & Software\*\***

- MS Office
- DMS Systems
- OEM Portals

### Profile Summary

**A**chievement-oriented professional with 17 years & that reflects year-on-year success of rich experience in Service Operations, Dealer & Spares Management, Sales & Service Training planning, Technical Training and execution, Spare parts, and more.

Targeting enriching assignments in Automobiles Business Development, Training and Development, People Management, Product, Sales Process & Communication Training, Technical Training, Customer Care Support, Service, Maintenance, Warranty & Spare Part Management at factory level with reputed organizations.

Recently certified in HR Management, adding value to people management and organizational development areas. Also certified in Supply Chain Management, enhancing operational and logistics insight for broader role flexibility.

### Work Experience

- Professional Experience with TATA MOTORS – CVBU Salem (Service Provider: Strategic Learning Solution Pvt. Ltd.) – Technical Trainer (May 2023 to Nov 2023)

- Professional Experience with BHARGAVI AUTOMOBILES (P) LTD – Deputy General Manager (Sep 2019 to May 2023)

- Professional Experience with ASHOK LEYLAND (Strategic Learning Solution Pvt. Ltd.) – Master Trainer (Feb 2019 to Aug 2019)

- Professional Experience with Express HONDA, L.M Auto Motive India Pvt. Ltd – Service Manager (Feb 2018 to Feb 2019)

- Professional Experience with BALAJI AGENCIES & INDUSTRIES MAHINDRA & MAHINDRA Ltd – Dronacharya- Sales Trainer (Jan 2016 to Nov 2017)

- Professional Experience with BALAJI AGENCIES & INDUSTRIES MAHINDRA & MAHINDRA Ltd – Technical Manager/Trainer (Sep 2009 to Dec 2015)

- Professional Experience with MG Brothers Automobiles Pvt. Ltd, TATAMOTORS Dealer – Body Shop Floor In-charge / Supervisor (May 2006 to Sep 2009)

## Education

- Diploma in Automobile Engineering (D.A.E)
- B.Com -Sri Venkateswara University (SVU)

## Driving License

- MCWG
- LMV
- TRANSPORT HEAVY VEHICLES

## Languages Known

- Telugu
- English
- Tamil\*
- Hindi\*

## Gent in Contact

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📍 Nellore, Andhra Pradesh – 524001

## Certifications & Training

- 2009 – Technical Trainer: Basic & Advance Training of Renault (Mahindra Institute of Learning Excellence – IGATPURI)
- 2011 – Technical Trainer: Advance Training of Mahindra Products (Mahindra Institute of Learning Excellence – BANGALORE)
- 2012 – Technical Trainer: Training in Mahindra Products XUV 500 (Mahindra Institute of Learning Excellence – BANGALORE)
- 2013 – Technical Trainer: Advance Training of SSANGYONG - REXTON (Mahindra Institute of Learning Excellence – IGATPURI)
- 2015 – Dronacharya Training for LCV - MAXXIMO (Mahindra AO – Hyderabad)
- 2018 – Service Manager Training for Body Shop (HONDA Training Centre – CHENNAI)
- 2019 – Master Trainer Training (ASHOK LEYLAND Service Training Centre – CHENNAI)
- HR Management Assessment – Learn Tube (ID: DJA-B-1-1248465-0, Date: May 16, 2025)
- Supply Chain Assessment – Learn Tube (ID: DJA-B-1-1251564-0, Date: May 17, 2025)

Verify: <https://learntube.ai/verify/certificate/>

...Referrals are Consider.,