

MANAN NAYAK

35, RAGHUVIR PARK 1 B/S SWAMINARAYAN SOCIETY NIKOL GAM
ROAD AHMEDABAD - 382350

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Objective: Seeking a position in a dynamic corporate organization of repute, where I can learn and implement my experience.

Exceptionally talented, skillful and result-oriented Auto Specialty workshop Manager with huge background managing and supervising establishment engaged in automotive specialty services more than 4 years of automotive experience. Skills include:

Professional Profile: - Graduate with over 4 years of experience in Branch Operations, customer support and good service

SEP.2018 to MAR.2022.(Service Adviser AND Supervisor) HONDA COMANY Pvt. Ltd.

EMERALD BIKE PVT .LTD (Honda Motorcycle & Scooter)

Job Description: -

- Good Communication with customer , Vehicle pickup process , Customer handling

Job Responsibilities (Key Work Attributes)

- Customer Complaint Resolution.
- Improvement of Overall Service Infrastructure.
- Planning & Execution of Service Camps
- Customer Surveys.
- Motivation the service teams
- Monitoring Service Activity in his area..
- Health and environment among dealersand customers.

Career Highlights: -

- Working as Service Advisor (After Sales) for the Dealership of Honda Motors aswell as EMERALD BIKES PVT LTD, looking after entire activates of after sales,
- Basic Safety, Fire Fighting,
- Trine Technician/Helper of the head technician in HMSI
- (Interaction with customer), Staff Handling, Management service Vehicle
- DMS operating, Warranty Claim Process, Job allocation & Final Inspection of vehicle.
- Properly diagnose the concern, to grow up business with customer satisfaction.
- Manager Productive Hours.

Since MAR.2022 to be continue. (Sr. workshop Manager) SINGLE AUTOMOTIVE PVT.LTD.

Dealer at Ahmadabad of HMSI (Honda Motorcycle & Scooter)
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Reporting to – Managing Director.

- **Operations** – Overall responsible for implementing Service system at our Branch. Daily monitoring of the service systems at Branch to verify the conformity of the same with company standards & satisfactory to customer.
- **Customer Support** - Handling customer queries, problems, and complaint. Identifying and segregating root cause of complaint as product related, dealer attitude, and customer attitude. Overall objective of reducing the customer complaints to its satisfactory. Continuously enhance and monitor customer satisfaction.
- **Reporting** - Identifying, diagnosing the product related problem & report to HMSI. Evaluate network workshop for improvement of set up / men power. Daily monitoring of reporting & revenue of achieve targets. Identifying training needs & impart training to all employees & staff member with scheduled planning.
- Responsible for receiving the vehicle, repair order opening, billing of service job, follow through of vehicle in the workshop and service marketing.

ACADEMIA

- ☐ Graduate Diploma in Engineering (Automobile)
- ☐ Graduate Bachelor of Engineering (Automobile to be continue)
- ☐ Secoder & Higher education (10th & 12th)

Others Work experience

- ☐ Strategic Logistics/Stores Management
- ☐ Leadership Skills
- ☐ Billing
- ☐ Technician
- ☐ Final Infection
- ☐ Accident Supervisor and adviser
- ☐ HI-rise And DMS operating
- ☐ Spare part Knowledge

I.T. SKILLS

Microsoft excel, Windows, MS-Office, MS-WORD, Tally 9.2, DMS, and Internet

Personal Information:

Date of Birth: 29/08/2000

Nationality: Indian

Passport details: Valid Passport

Languages Known: Hindi, English, and Gujarati

Declaration:

**I here by declare that the above mentioned information is correctup to my
Knowledge and I bear the responsibility for the correctness of the above mentioned particulars.**

