

Curriculum Vitae

PRATIKSHYA DAS

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Qualification : Bachelor in Technology(Mechanical)

About Myself: I am a discipline person with strong determination and Kaizen mindset to seek my organisation in the highest position.

Work Experience: Over all 5 years of Experience in service department of automobile industry in various roles and designations.

Career Objective

To make use of my interpersonal skills and learning's effectively to achieve goals of a company that focuses on customer satisfaction and customer experience.

Experience

- ⇒ 2 years of experience as a Service Advisor with good customer handling & telephonic skill and team work in Esprit Toyota
- ⇒ 1 year experience in Warranty handling and claim submission with 0.02 error rate.
- ⇒ Experience in Fix It Right monitoring and Field Information creation within one day lead time.
- ⇒ 2 years of experience in Training and Manpower Development through skill evaluation and need base training.
- ⇒ Ability to work independently as well as collaboratively and to manage multiple assignments in an expeditious and simultaneous manner.

Education

- ⇒ BTech in Mechanical Engineering from Biju Pattnaik University Of Technology, in 2013
- ⇒ +2 (Science) from Kendriya Vidyalaya Cuttack in 2008.
- ⇒ 10th from Kendriya Vidyalaya Cuttack in 2006.

Computer Skills

- | | |
|-------------------------|--|
| Operating System | : Windows Family |
| Tools | : CTDMS, ICROP, MS Office (Word, Excel, Power point) |

Employment History:-

Name of the Organization	: Esprit Toyota, Field Motor Ltd (Samvardhan Motherson Group),
Period	: From May 2014 to till date
Position hold	: Assistant Manager Training
Head quarters	: Cuttack
Reporting Authority	: AVP Service

Job Responsibility: It is a Toyota CAR Dealership, company with a turn over of around Rs 200cr. per year having Branches all over INDIA. I am working in service division of Cuttack Head Office .Responsibilities includes monthly Training Plan for Each and individual depending upon their skill evaluation ,Service Advisor Skill mapping and conducting Training, Motivating to Enhance Kaizen Activities, Obeya updation ,Source identification through Genba and delivering need based training to each individual.

Training and Certification :

- ⇒ TSA Level-1 at Toyota Kirloskar Motor in 2015
- ⇒ Toyota Certified Service Advisor Instructor in 2018

Achievement and Awards :

- ⇒ Winner in Service Advisor Category in Regional Skill Contest 2016.
- ⇒ Represented East Region in Toyota National Skill Championship.
- ⇒ Awarded as the Best Performer in Manpower Development Partnership Program in 2017.
- ⇒ 1st Runner Up in SA category in Instructor Skill Contest 2018.
- ⇒ Recognised for the Active Participation in promoting T-TEP in 2019.
- ⇒ Winner in MDPP Seminar-2019 for Best Performer & Excellence in Training Operation & Delivery Skill.

Volunteer Experience :

- ⇒ Conducted Road Safety Week with Rally and other activities for promotion of safety.
- ⇒ Active Participation in In Dealer Skill Contest Arrangement & Preparation for employee motivation.
- ⇒ MDPP Hub preparation and inauguration for conduction of better training activities.

Strength :

- ⇒ Hard Working.
- ⇒ Energetic, Adaptable, Professional and punctual
- ⇒ Good Organizational skill and Convincing ability.
- ⇒ Self confidence and creativeness with kaizen mindset.
- ⇒ Good verbal and written communication skills.
- ⇒ Believe in Team work and willingness to learn with positive attitude.

Personal Info :

Name	:	Pratikshya Das
Date of Birth	:	17 th May 1991
Gender	:	Female
Marital Status	:	Single
Language Known	:	English, Hindi, Oriya
Address	:	Pratikshya Das Sushantlok Phase -3 , Sector-57, C-189, 2 nd Floor, Gurgaon , Haryana, PIN -122002 (INDIA)
Email-ID	:	daspratikshya.fieldtoyota@gmail.com,
Contact	:	6370181500/7873040015

Declaration :

I hereby declare that all the statements furnished above are true, complete and correct to the best of my knowledge, belief and information.

Place - Gurgaon
Date - 12.07.2019

Pratikshya Das

Signature