

Curriculum-Vitae

SOURABH GUPTA

Address:

H.NO 360/2 OLD REHARI, NEAR POST OFFICE.

JAMMU

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Objective:

Challenging and rewarding upper-level position in a growth-oriented organization, this offers diverse job responsibility in mechanical engineering and will fully utilize both my technical and managerial abilities.

Professional Experience:

From 15 APRIL 2019 to TILL DATE

Working in Bosch Limited As a Workshop Business Development in Commercial Vehicles (WBD CV) at Jammu & Kashmir (J&K) AND HIMACHAL PRADESH. BASE LOCATION : JAMMU.

RESPOSIBILITIES :

- HANDLING BOSCH DEALER SERVICE (BDS)
- HANDLING NEUTRAL WORKSHOP (NW)
- HANDLING BOSCH ELECTRICAL SERVICE (BES).
- TARGETS ACHIEVEMENTS.

From 15 July 2016 to 14 APRIL 2019 (3 YEARS)

Working as a Works Manager in TATA MOTORS Dealership (JAMKASH TRUCKING PVT. LTD.).

3 Years (Working in CRDI and Electronic vehicles like city buses, long route trucks at Luck now, Tata prima ultra and all other Tata electronic and mechanical vehicles.) experience of service. Handling after sales service function and also

handling the surveyor's and insurance company and new product monitoring / feedback- responsible for customer service support, dealer management, workshop profitability, spare parts sales, organizing post & pre-sale service activities like free service camps, demo's customer meets, training of dealer & local mechanics, infra network expansion etc.

Responsibilities :

- ❑ On the job training of dealership team on trouble shooting aspects and Customer handling.
- ❑ Customer engagement through extensive contacts and value added services.
- ❑ Parts planning and appointment of parts distributor in respective area and spare parts sales.
- ❑ Focusing on improvement in paid market share, Bay Productivity, revenue per vehicle per month and workshop vehicle inflow.
- ❑ Improvement on timely delivery of vehicles as per the scheduled /stander time (Vehicle turnaround time), parts availability at counter, properly new vehicles PDI and Reduction in Repeat jobs .
- ❑ Warranty process adherence, Warranty settlement and reconciliation.
- ❑ Monitoring of Competitors product & activities.
- ❑ Upgrading dealer with countermeasure status for product problems.
- ❑ Proactive fitment of modified items in exiting vehicle (Technical Campaign Execution)
- ❑ Response to customer complaints.
- ❑ Road Service support.
- ❑ Conducting training for dealer mechanic and customer's mechanic.

Accidental section having responsibilities:

- ❑ 1. Documented all customer interactions using appropriate systems with strict adherence to confidently agreements, policies & procedures.
- ❑ 2. Interact with Respective surveyors; getting approval for work & having complete in touch with them until the whole work.
- ❑ 3. Taking photographs for additional work and same will be updated to the respective Surveyor.
- ❑ 4. Update & maintain all the reported claims, claim notes, claim status, updated reserves, closures & financial transactions.

From 14 July 2014 to 14 July 2016 (2 YEARS)

Working as a Works Manager in TATA MOTORS Dealership.

MOTORFAB SALES Pvt. Ltd. Tata Motors commercial vehicle Dealership as a TATA CERTIFIED Works Manager.

Responsibilities :

- ❑ On the job training of dealership team on trouble shooting aspects and Customer handling.
- ❑ Customer engagement through extensive contacts and value added services.
- ❑ Parts planning and appointment of parts distributor in respective area and spare parts sales.
- ❑ Focusing on improvement in paid market share, Bay Productivity, revenue per vehicle per month and workshop vehicle inflow.
- ❑ Improvement on timely delivery of vehicles as per the scheduled /stander time (Vehicle turnaround time), parts availability at counter, properly new vehicles PDI and Reduction in Repeat jobs .
- ❑ Warranty process adherence, Warranty settlement and reconciliation.
- ❑ Monitoring of Competitors product & activities.
- ❑ Upgrading dealer with countermeasure status for product problems.
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- ❑ 3. Taking photographs for additional work and same will be updated to the respective Surveyor.
- ❑ 4. Update & maintain all the reported claims, claim notes, claim status, updated reserves, closures & financial transactions.

ACADEMIA:

<u>PARTICULARS</u>	<u>YEAR OF PASSING</u>	<u>UNIVERSITY/BOARD</u>	<u>SCHOOL/COLLEGE</u>	<u>%AGE.</u>
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B.Tech (Mechanical)	2014	PUNJAB TECHNICAL UNIVERSITY	SWAMI SARVANAND INSTITUTE OF ENGINEERING & TECHNOLOGY	65
12th	2010	JKBOSE	CENTRE BASIC HIGHER SECONDARY SCHOOL JAMMU	59
10th	2007	JKBOSE	CO-OPERATIVE PUBIC SCHOOL JAMMU	58

Industrial Training:

1) Six months training in ANAND NVH PRODUCTS PVT.LTD.GURGAON.

- Learned about bushes, connecting rod, and bearing.

2) Two months training in TATA MOTORS

- Handling the customers, regarding problem over the vehicles

3) Three months training in “Amity Business School”

Management training to learn management skills.

4) Three months training in “TATA MOTORS PUNE PLANT

- Taking e overall knowledge of all commercial vehicles.

5) Undergone (Certified Works Manager Program) UDAAN CANDIDATE.

- Accredited by TATA MOTORS
- The program has 1years bond i.e. from 2014 to 2015.

Personal Profile:

Name: Sourabh Gupta
 Date of Birth: 13-04-1991.
 Father's name: Sh. Rampal Gupta
 Mother's name: Smt. Neena Gupta
 Sex: Male
 Marital Status: Married
 Language Known: English, Hindi, Punjabi, Dogri
 Nationality: Indian
 Permanent Address: H.no 360/2 Old Rehari, Near Post Office, Jammu. Pin -180005
 Jammu & Kashmir
 Email ID: guptasourabh377@gmail.com
 Contact No: +919906122915
 Passport No.: J4363371

Declaration:

The above information furnished by me is absolutely correct and true up to my knowledge concern.

DATE :

SOURABH GUPTA