



# ROBIN JACOB D

## Automobile Service Manager

Age: 29yrs

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### Professional Summary

A **customer centric** Automobile Service Manager & **Trainer** with comprehensive knowledge of the automobile industry. Adept at providing an optimal level of customer support that includes speedy resolutions to customer service issues. Specialized in managing an able staff to meet customer expectations. Holds a track record of creating a work culture that rewards team-work and co-operation.

### Core Skills

- Excellent interpersonal as well as communication skills.
- Strong relationship & Team building capabilities.
- Ability to motivate staff and improve their skills and knowledge.
- Ability to diagnose vehicle issues and rectify with appropriate solutions.
- Strong marketing & cost management skills.

### Education

#### • Bachelor's Degree in Mechanical Engineering

Anna University : Chennai, Tamil Nadu  
2012 - 2015

#### • Diploma in Production Engineering

DOTE — Chennai, Tamil Nadu  
2009 - 2012

#### • HSC (CBSE)

Army School — Kannur, Kerala  
2009

### Training

#### Maruti Suzuki PIN: 829388 (for reference)

Trained under Maruti Suzuki India Limited in S.A Process , Dealer Management Software, Warranty Process, Bay management system, Safety at Workplace and Service Assurance Standards.

### Career

#### Service/Works Manager

##### Eastern Motor's (Dealer – Maruti Suzuki India Limited)

April 2019 to March 2021

- Overseen the growth and maintenance of the Authorised Maruti Suzuki Service Centre
- Provided **technical backup** for Service Advisors and technicians when necessary.
- Co-ordinated Workshop **staff training plan** with the Training Manager, internal & external.
- Ensured that all Warranty work carried out complies with Manufacturers terms and conditions.
- **Developed policies & methods** to reflect changing demands and improve performance, quality and efficiency of workshop operations.
- Purchased and oversaw inventory of supplies, tools and equipments and their maintenance.
- Organized service camp and service related scheme.
- Coordinated with Territory Service Managers in Target achievements, implementing S.O.P's, update manpower with technical knowledge.
- Supervised PDI (Pre delivery inspection) operations, defect analysis and rectification to ensure customer satisfaction.

#### Vocational Teacher in Automobile Technology

##### • Govt. Vocational Higher Secondary School —

Thottada, Kerala. Nov 2017 to Feb 2018

##### • Govt. Vocational Higher Secondary School —

Chirakkara, Kerala Dec 2015 to Nov 2017

- Trained students with the basic knowledge of various automotive parts and its functions with practical work
- Equipped students with "On the Job" training at various automotive workshops and authorized service centres.
- Managed large classes in guided learning activities.
- Organized career guidance and skill development classes for school students.
- Conducted school sports meet and responsible for School team participation in Inter School Sports & Games.

### Personal Information

Date of Birth : 22-Jan-1992

Languages known : English, Hindi, Tamil, Malayalam, Meiteilon/Manipuri (Learning)

Passionate in Travelling, Football, Driving & Music

Temporary Address : Rims Quarter's, Imphal, Manipur

Permanant Address: Kannur, Kerala