

RAKESH RAMESHAN

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Aims to pursue senior managerial assignments Workshop Management, Maintenance Operations with a reputed organization in the automobile industry.

PRÉCIS

A result-oriented professional with **16 years** of experience in Vehicle Maintenance and Customer Service Operations and training. Proficiency in handling electric vehicle, vehicle over hauling & reconditioning, vehicle body building and stores management. Adept at providing service operations; understanding clients' requirements and providing services accordingly. Leading teams to ensure the accomplishment of service deliverables. Possess excellent communication & organizational ability. Team leader with the ability to mentor, motivate the team members. Skilled at coordinating with the Process operations and preparing specifications, Standard Testing Procedure, Sampling Plan etc for automobile industry. Proficient in Quality Control & Inspection activities along with implementation of various techniques for improving the process operations along with cost effectiveness. Proven abilities in:

- ↔ Handling modern car repairs;
- ↔ Managing workshops;
- Audits for Workshop to check the CSI performance, Tools and equipment profitability & operation.

PURVEIW

HV Technician plus
Engine - Petrol & Diesel.
Transmissions - Manual & Automatic.
Diesel Engines Electronics Injection (Common rail Diesel injection, D-4D).
Fuel Injection system - Petrol MPFI & Diesel - Mechanical /Electrical.

Air conditioning with Electronic Climate Control Systems.
Safety systems (Air bags, Pretensioners)
ABS with EBD, TRC, VSC, HAC, etc
Use of INTELLIGENT TESTER IDS and SDD
Diagnosis and Fault finding (Onboard Diagnosis).

KNOWLEDGE DOMAIN

Functional

Planning & Management

- Planning & controlling the complete service function with accountability on profit & loss.
- Defining the service standards and ensuring compliance to the norms.
- Managing the escalated cases and addressing the concerns registered at a higher level.
- Having knowledge of MIS/ reports for facilitating decision making process.

Service Support

- Coordinating with the customer for providing proactive maintenance solutions.

- Tracking daily complaints, ensuring proper manpower and route planning to ensure lesser response time and faster speed of service.
- Identifying areas of improvement and recommending process modifications to enhance operational efficiencies.
- Analyzing the nature of faults and take follow up actions to provide quality feedback of the product from the field.

Customer Relationship Management

- Relationship building with clients for enhanced terms ensuring continued & repeat business.
- Providing instant service to clients, entailing provision of fastest solutions to customer concerns so as to enhance their satisfaction levels.
- Managing issues pertaining to customer complaints and addressing dealer grievances.

Maintenance

- Developing preventive & predictive maintenance plans for minimizing breakdown situations.
- Supervising vehicle overhauling & reconditioning of parts.
- Fault identification & rectification with responsibility of monitoring adherence to quality specifications.

Spares Management

- Planning & controlling the spares/ inventories for entire stock management and availability as per the requirement.
- Identifying & developing suppliers and negotiating on prices, delivery terms, quality & other conditions.

Managerial

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| - Excellence in Analysis & Problem Solving | - Achievement oriented | |
| - Sound Judgment & Decision Making Skills | - Team Builder | |
| - Strong Influencing Skills | - Persuasive | Communicator |

OCCUPATIONAL SCAN

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| <p>Currently working as a BMW Senior Technician and HV Technician at Al-Jenaibi International LLC for a period of 3 years – Muscat, Oman</p> |
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| <p>For a period of 3 years with Abudhabi Motors –BMW Senior Technician - Abudhabi, UAE</p> |
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- Playing a key role in the company's strong reputation for high quality BMW motor vehicle servicing and repairs, including MOT's.
- Consistently Meeting high standards in diagnosis and repairs, using industry-specific tools and equipment to investigate and resolve technical and mechanical faults.
- Contributing significantly to a number of improvements within the workshop, resulting in measurable increases in quality and performance.
- Using advanced communication skills to translate technical information into language that is easy for customers to understand.
- Working proactively to ensure that the workshop and day to day operations are running efficiently and effectively, mindful of health and safety requirements.

- Combining good business and commercial sense to calculate and verify part estimates, provide accurate quotations and ensure all work carried out correctly authorized.
- Meeting all targets and deadlines through collaborative planning, problem solving decision making as part of a cohesive and productive team.

For a period of 9 years with Al-fardan Automobiles – BMW/MINI Technician – Qatar

- ξ Pivotal in servicing & overhauling of various models of BMW/MINI vehicles of the Engines (Petrol & Diesel), Automatic Transmissions and Transaxles, Steering Gear boxes, Etc.
- ξ Instrumental in diagnosing the faults and conducting repairs independently.
- ξ Responsibly carried out road test before commencing job to confirm the complaint and test (static & dynamic) later to confirm effectiveness of repair.
- ξ Rendered technical input to spare parts staff to assist in correct part identification and supply.
- ξ Explained the customer & sales staff the function, operation, and features of each of the vehicle systems.

Notable Credits: Trainings

- ◆ HV Vehicle
- ◆ Workshop system process
- ◆ Basic vehicle electrics
- ◆ Basic of chassis and suspension
- ◆ Steering & Wheel alignment
- ◆ mechanical & measuring skills-single Dealer Delivery
- ◆ BMW all new brand product knowledge
- ◆ Diagnostic of climate control system
- ◆ Basic of power train system
- ◆ Technical induction BMW-Exempted by Experience

SCHOLASTICS

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- ◆ **Diploma in Automobile Engineering from Techno Global University- India**
 - ◆ HSC –Govt. Fisheries Nattika–Kerala-India

COMPUTER KNOWLEDGE

MS -OFFICE

Word, PowerPoint, Excel, Windows

PERSONAL DOSSIER

Name : Rakesh Rameshan
Father's Name : Rameshan P.V
Nationality : Indian
Date of Birth : 04-08-1987
Religion : Hindu
Gender : Male
Marital Status : Married
Language Known : English, Hindi, Malayalam, Tamil

PASSPORT DETAILS

Passport No. : M 4993645
Date of Issue : 18-03-2015
Date of Expiry : 17-03-2025
Issuing Place : Doha , Qatar