*Aspiring to handle challenging opportunities to effectively utilize my expertise & knowledge whole contributing to the organization’s growth*

**PROFILE SUMMARY**

* A result-oriented professional with **nearly 4.8 years** of experience in **Customer support, Business Development, Marketing & Technical Support, Quality Management**
* Most recent associated with **Tractors and Farm Equipment Limited, (Tafe) Chennai as Customer support**
* Expertise in spearheading business development policies for achieving business from the clients
* Exposure in managing diverse range of quality maintenance activities such as SQA , CSI and evaluation of strategic plans, and implementation of new plans to develop channel partners
* Proficient in preparing & implementing quality checks for pre-defined delivery & final inspection on various products
* Experience in attending to customer queries, coordinating with OEM for solving aggregate complaints, managing escalations and so on
* Possess effective communication, interpersonal & problem solving skills

**PRAVIN. S**



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**CORE COMPETENCIES**

*Technical Support*

*Quality Assurance*

*Audits & Inspection*

*Customer Relationship Management*

*Liaison & Coordination*

*Business Development*

*Complaints Management*

*Escalation Management*

Please insert a passport size photograph

**ORGANIZATIONAL EXPERIENCE**

**From Jan’17: Tafe Sri Mahalakshmi automobile group, Villupuram**

**Customer relationship Manager**

**Oct ’15 – Dec’16: Tractors and Farm Equipment Limited, Chennai**

**Customer Support – Engineer**

**Mar’13 – Sep’15: Genius consultant, (outsourcing for Bosch) Chennai**

**Missionary Representative – Service**

**Key Result Areas:**

* Providing expert advisory services to clients pertaining to selection of right banking products
* Achieving dealer profitability along with organizational target
* Achieving the free service percentage more than 75 %
* Solving higher HP complaints within 48 hrs
* Preparing & compiling various weekly/monthly reports pertaining to process, customer satisfaction activities
* Formulating & implementing strategies / policies and reaching out to the unexplored market segments / customer groups for business expansion
* Liaising and building healthy relations with business partners for achieving business goals
* Performing comparative study of various products, managing competitors and market analysis
* Managing escalations related to the product complaints to customer focus team for the corrective action
* Monitoring new products for supporting the dealers to satisfy the customers
* Escalating the early hour failures to QMM to resolve the issues at earliest
* Conducting pre–delivery audit for the new products from plant
* Coordinating with OEM for solving aggregate complaints

**Highlights:**

**At Sri Mahalakshmi Group, Villupuram**

* Handling customer complaints at right time
* Achieving dealer profitability along with CSI
* Implementing new plans to get customer acquisition
* Monitoring the profit and loss of dealership in service
* Increasing the service market share month wise
* Monitoring the customer complaint to close at earliest
* Improving the DMS score for dealership

**Highlights:**

**At Tractors and Farm Equipment Limited, Chennai**

* Maintained the warranty quality among the Tafe dealers
* Following quality standards and implementing quality improvement measures in service
* Provided technical support to the critical complaints in the areas such as Tamilnadu, India
* Administered field trials for resolving customer complaints
* Implemented several measures to identify deformities, malfunctions or other abnormalities
* Achieved success in Service revenue and customer retention as active member in CSF project
* Imparted training for Dealer Management system software to clients and works manager training
* Marketing the Tafe genuine parts, oil, accessories

**At Bosch Ltd, Chennai:**

* Played a supportive role to territory manager in maintaining service quality among Bosch dealers
* Managed all warranty logs for claims and accordingly investigated each individual
* Provided exclusive technical training to battery dealers
* Successfully provided Bosch Warranty System Online Training to dealers
* Escalating the early hour failures to HO by 8D
* Solving VOR complaints raised by OEM by means of service support and parts follow up
* Regular visit to BDS and EM to ensure the quality of service as per Bosch guidelines
* Conducted service quality audit and improved the score for individual BDS
* Organized trainings for BDS and EM at LTC, RTC and Bosch training center level
* Supported the EBS concept around Tamilnadu
* Conducted:
  + Common Rail Service support to OECD
  + Field complaint servicing with OEM
* Provided technical support to OEM in critical complaints
* Active participation in every OEM customer and works manager meet
* Acknowledged for conducting campaign for OECD to educate product knowledge

**ACADEMIC DETAILS**

* MBA in University College of Engineering, Villupuram, Anna University, Chennai with 6.8 CGPA / 10 in 2017
* B.E. in Mechanical Engineering from Sri Krishna College of Engineering & Technology, Coimbatore, Anna University, Chennai with 6.7 CGPA/ 10 in 2012
* 12th from Ramakrishna Vidhyalaya Higher Secondary School, Villupuram, State Board with 75.08% in 2008
* 10th from John Dewey Matriculation Higher Secondary School, Villupuram, State Board with 76% in 2006

**ACADEMIC PROJECT**

**PG Title:** Developing Business using SWOT Analysis

**Description:** The project aimed at analysis the problems faced by the organisation to develop business with all the proper resources and using SWOT analysis, business growth was achieved.

**UG Title:** Effective Die Design and its Parameters for an Aluminium end cover

**Description:** The project aimed at analysing and redefining the pressure die casting parameters for the Aluminium motor end cover to increase the productivity and quality of the product.

**PERSONAL DETAILS**

**Date of Birth:**  10th December 1990

**Address:** No. 89 N.S.K Nagar, Salamedu, Villupuram – 605602, TamilNadu

**Languages Known:** English and Tamil

**Marital Status:** Single

**Nationality:** Indian

**No. of Dependents:** 3