**Resume**

**Sunil Yadav Email:sunil.kr.y115@gmail.com**

**Mob: 7490012104**

**Carrier Objective**: To pursue higher studies in the field of Mechanical Systems, where I can implement my technical skills in a challenging environment.

To do a long term engineering / managerial job where I can show my leadership and technical skills and have opportunities for personal growth and development.

**Summary**: I have total 7 + years of experience in automotive industry. I done training in authorised dealership of TATA motors, Floor supervisor, Service Adviser, CRM operator, Warranty in charge , I am currently taking care of , Bhuj dealership ( Authorization dealer of VE commercial vehicles ltd ) , onside Mundra port and mining works as a service manager for Kutch location . I have working experience with Bharat Benz (Authorised Dealership), TATA Motors (Authorised Dealership) and VE commercial vehicle Ltd (VECV).

**Work Experience**

**Service Manager May2016-till**

**Present**

**VE Commercial Vehicles LTD. (COCO)   
Roles and Responsibilities**:

I have total 7 + years of experience in automotive industry & I am currently taking care of , Bhuj dealership ( Authorization dealer of VE commercial vehicles ltd ( coco ) , Mundra port onsite support and mining works as a service manager for Kutch location .

I have to supervise and manage all the **Maintenance (After market and service)** activities of **Heavy Duty Commercial vehicles and Passenger Busses** done in, Bhuj dealership and Mundra port onsite support as well as in Umarsar Coal mines for maintaining **Customer Relationship** on behalf of my organization.

Apart from this, I am taking care of all the warranty and service agreement activities in the above-mentioned area. Field Audit activities are also done under my inspection.

I am responsible for all the **Technical Decisions** taken for Diagnosis of vehicle issues with coordination from Higher Authorities from Plant.

Providing technical training to the Supervisor and Technicians as per requirements

* I am handling of dealership and handling of customers,
* Process adherence of dealers.
* Planning with team to improve vehicle inflow.
* Action plan for EOS CALL Reduce of vehicles
* Warranty claims schedule audit.
* Planning for Product improvement
* Planning for reduce repeat complaints OF vehicles
* Planning with the team about more revenue generate as per previous month as well as previous years,
* Planning for campaign with team for more revenue generate about the gives discount to customers
* Make reports On monthly basis, Revenue, Failure reports of product, EOS reports, warranty reports, Service agreements, customer visit reports, customer raised complaints reports,

**TECHNICAL EXPOSURE:**

**Industrial training:**

**1.** **Duration:** 3-day Organization/Company (Place): RCDC Training Centre at Ahmedabad, Gujarat

**Details:**

It was conducted at ITI Kuber Nagar, for all the Basic of Automobile of Eicher Products from 20th Nov 2017 to 23th Nov 2017.

**2.** **Duration:** 5-day Organization/Company (Place): VE Pro Excellence Academy Pithampur, Madhya Pradesh

**Details:**

It was conducted at VE Pro Excellence Academy Pithampur, Madhya Pradesh, For Supervisory Development Program Training from 16th Jan 2018 to 20th Jan 2018.

**3.** **Duration:** 4-day Organization/Company (Place): RCDC Training Centre at Ahmedabad, Gujarat

**Details:**

It was conducted at ITI Kuber Nagar, For Advance Diagnostic Training (BSIV) of Eicher Products from 05th March 2018 to 08th March 2017.

**4.** **Duration:** 4-day Organization/Company (Place): VE Pro Excellence Academy Pithampur, Madhya Pradesh

**Details:**

It was conducted at VE Pro Excellence Academy Pithampur, Madhya Pradesh, For Time Management Training from 06th Jan 2019 to 09th Jan 2019.

**Computer:**

Converse with MS Office, SAP, Can Work with Internet Very well and Updated with the recent Technologies.

**Soft Skills:**

Excellent Customer Handling and Communication Skills, Warranty Know How, Technical Understanding, Management of Reports.

**Service Adviser**

**Bacha Motors PVT LTD. Jan 2015-April 2016**

**(Authorised Dealer of TATA Motors) (Ahmedabad)**

**Roles and Responsibilities**:

In this role I was responsible for providing technical support and information to the customer as well as mechanic. Opening job card, making bills, claiming warranty co-ordinating with Works manager as well as Channel Service manager to resolve issues of customer regarding warranty and payments. Using tech tools for on board diagnostics (OBD). Guide technicians and mechanics when required. Consult the customer /driver for on road breakdown. Report on daily basis for status of the workshop to Works manager.

**Reports to**: **Works Manager**

**Floor Supervisor Oct 2014-Dec 2014**

**Kataria Motors PVT LTD.**

**(Authorised Dealer of Bharat Benz) (Ahmedabad)**

**Roles and Responsibilities:** As a Floor supervisor I was responsible for man power management at floor. Co-ordinate with works manager and resolve the service problems and breakdown of vehicle. Being in frontline of service I always interact with customers and drivers to understand their problems and give them proper solution of the problem.  
**Reports to**: **Works Manager**

**(Trainee)**

**Kataria Motors PVT LTD. July 2014- Sept-2014**

**(Authorised Dealer of Bharat Benz) (Ahmedabad)**

**Roles and Responsibilities**: As a training I was responsible to assist technicians and repair Engine, Gear box, Axle greasing of vehicle, check for breakdown, co-ordinate with works manager to resolve problem.

**Education:** Bachelors of Technology in Mechanical Engineering from UPTU in 2014.( B.E)

**Language**: Hindi, English, Guajarati.  
**Date of birth**; 10 Nov 1991

**Address**: S.R.N Bhadohi (Uttar Pradesh)