**KAPIL KHADIA**

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**Territory Service | Regional Fleet Service Management| Workshop Management Process| CRM| MIS**

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| **Core Competencies**  **Service Management**  **Workshop Profitability**  **Part Sales**  **Problem Solver**  **Customer Satisfaction at Dealer Level**  **Technical Training**  **Customer Retention Activities**  **Territory Network Service Create**  **Reporting & Documentation**  **Warranty & Claim Management**  **Team Building & Leadership**  **MS Office**  **Academic Details**  **B.Tech. in Automobile Engineering** from The Institute of Motor Industry, India in 2015  **Diploma in Automobile** from The Institute of Motor Industry, India in 2009  **PGDCA in Computer Application** from LCC Computer Education, Bhubaneswar in 2009 |  | **Profile Summary**     * Extensive exposure of over **6 years in After Sales Service, Workshop Profitability, Manpower development,Training, MIS, CRM, Repair, Diagnosis** & **Fleet Service management,**for  Automobile industry. * Specialization in **Complex Vehicle Diagnosis**, **In-house Technical Training, Process Training, Dealer Development**,**CSI,** **T2B** & **Crusade Analysis, Diagnosis**, **Troubleshooting.** * Strongly Monitor **Customer Satisfation** and **workshop job reporting Improvement.** * Organise **Service camps** Inhouse **Dealer and Territory** Network places. * Planing and target accivement of **job Reporing and Labour revenue**. * Expertise in performing **tests & inspection** for various processes/products for checking/validating quality standards * Familiar with **latest industry practices**, trends, testing methods and standards in automobile industry * Skilled in close coordination with **vendors & dealers** ensuring **on-time** deliverables and complying with **quality** standards * **Team-based management style** coupled with the zeal to drive visions into reality, **strong mentoring and leadership skills** |

**Organizational Experience**

**OLA Fleet Technologies Pvt Ltd**

**(Jan ’18 – Present)**

**Growth Path:**

Jan ’18 -Present **AM-RMT Service & Maintance (Odisha, Chatishgarh and Nagpur)**

**Key Result Areas:**

* Complete Relationship management with service provider / Insurance companies & OEM regional offices.
* Understanding of service operations through various OEM & 3rd party workshops for OFT cars in region.
* Ensuring implementation of SOPs on service, repair & accidents repairs as per standards.
* Identification and empanelment of additional service workshops / Tyre & battery supplier and allied service providers for OLA car repair with agreed terms and condition.
* Handling of escalations through empaneled workshops & central teams.
* Process audit at service provider location, support in case of any concern faced by service provider / customer.
* Repair quality control.(Readiness of car for onroading)
* Managing Workshop Networks in the region
* Turn Around Time Control at the Regional Level
* Repair Cost Control at the Regional Level
* Fleet Service Management in the region

**Paramount Automotive Pvt. Ltd., Jeypore (Oct’15 – Jan 18)**

**Growth Path:**

Oct’15 – Jan’18 **Service Manager ( Mahindra & Mahindra 3S Workshop)**

**Key Result Areas:**

* Spearheading workshop management & related operations for implementing better systems & work practices, extending support for service management and performing predictive, preventive & breakdown maintenance repair and overhauling of vehicles
* Managing dealer development & workshop operations including resource planning & management and support for equipment troubleshooting, deployment, installation, commissioning & servicing.
* Strongly Monitor Customer Satisfation and workshop job reporting Improvement.
* Organise service camps Inhouse Dealer and Territory Network places.
* Conducting in-house trainings & workshops for the staff to enhance technical knowledge and daily monitoring & standing meeting to discuss the daily agendas
* Capturing customers’ voices, identifying scope of service performance & technical improvements and maximizing profitability of service business through optimum utilization of manpower & material resources
* Imparting LO Training to new joiners & crusade mindset in shop floor for achieving monthly workshop labor revenue target; monitoring & escalating GM vehicles off-road due to spare non-availability
* Monitoring Customer Satisfaction Index (CSI) at the dealerships and ensuring minimum customer complaints along with proper resolution to the raised ones
* Leading the warranty decisions and managing claim processing & settlements along with root cause analysis of the concerns raised by the customer
* Formulating monthly reports about the performance, number of vehicles served & number of paid services completed
* Collaborating with OE service staff to get campaign schedules, formulating monthly campaign plans and organizing them to improve brand visibility and product performance
* Providing high quality up-to-date documentation for all service arrangements along with planning, execution & monitoring of workshop vehicles target
* Guiding & motivating the team by sustaining a dynamic environment that fosters development opportunities & motivates high performance in team members

**OSL Autocar Pvt. Ltd., Sambalpur (Oct’11 – Jun’12)**

**Manager Technical (Cotek) ( Mahindra & Mahindra 3S Workshop)**

**Highway Honda Pvt. Ltd., Bhubaneswar (Jul’09 – Sep’11)**

**Sr Technician**

**Highlights (Across the Career):**

* Achieved **Best Technical Manager Award** from Mahindra & Mahindra Ltd., Bhubaneswar, Area Office, Odisha in 2015
* Acquired **Technical Advisor Award** from Bharat Motors Ltd. in 2011
* Attained **Technician Award** from Highway Honda in 2009

**Trainings**

* Cotek Basic Training from Mahindra & Mahindra Ltd., Bangalore
* Cotek Advance Training from Mahindra & Mahindra Ltd., Bangalore
* NPD P601 JEETO from Mahindra & Mahindra Ltd., Kolkata
* U301, S101, W207 TUV 300, KUV100, XUV500 from Mahindra & Mahindra Ltd., Igatpuri
* Maintenance Technician Training from Hi-Tec Honda Seal Car Pvt. Ltd., Greater Noida, New Delhi
* Repair Technician Training from Hi-Tec Honda Seal Car Pvt. Ltd., Greater Noida, New Delhi
* First Aid Training from St. John Ambulance from Odisha State Center, BBSR
* Heavy Motor Vehicle (Transport) Driving Training from RTO Sundargarh, Odisha

**Personal Details**

**Date of Birth:** 23rd May 1989

**Languages Known:** English, Odiya & Hindi

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