Curriculum Vitae

**NARAYANASAMY.SK**

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**Job Objective:**

Leadership objectives in Business Planning and Development, Team player, result oriented analytical skill, Smart way to handling the situation and tasks, enjoy the profession with joyful work environment, and adhere with company policy and culture, and Capable to handling team effectively.

##### Professional Profile

**B.E in Automobile Engineering** from IRT Tech, Bharathiyar University, and having rich experience in Automobile after sales , Service, Customer care, Dealer Audit, New business development, Service Operations, Technical training and Warranty / Extended warranty, Product sourcing , Techno -commercial terms and Lean management like ISO, 5S, Kaizen & process improvements in a career span of **20 +years**.

##### Career path

**At present:**

* Since August’2014 – As **Sr.** **Manager** **– Trading & Technical** with **M/s.** **MANATEC ELECTRONICS LTD, PONDICHERRY** is one of India’s leading Manufacturer and supplier of Automotive Garage Equipment with Indigenous R&D and state of art training center.

**ROLE:** Head of the trading dept and handling new product sourcing, Product evaluations, Technical Training, product planning, Spare parts planning, Techno-commercial dealt with the vendors and Trading repair centre activities.

**Previously**

* From Feb’2012 – July’2014 - as **Manager** (**Head) - Service** Extended Warranty Operations **M/s.** **TVS TWG Warranty Solutions Ltd, Chennai.** Is having JV with **“The Warranty Group”** – US based MNC - world leader in warranty & Extended warranty and handling varies auto OEM globally.

India’s leading warranty Solutions Company had tied up with leading OEM like Nissan Motors India Ltd, Ashok Leyland (LCV) and Toyota (PAN-INDIA OPERATIONS).

* From June 2007 – Feb 2012 - as **Sr. Engineer – Warranty Operations** –**Asia Pacific Region** – M/s **FORD MOTOR COMPANY**, CHENNAI. Global Operations, Lead warranty engineering team handling typical APA region.

A Leading automobile manufacturer presence in Indian Market and supplying FORD range of Passenger Cars and SUVs. FORD Global Business Center is in Chennai doing of all accounts, IT and engineering related process of Ford Motor Company globally.

* From Nov ‘05 –May ’07 at TATA Motors (Concorde motors SI ltd), As **Works Controller - Service** – Chennai.

M/s **Concorde Motors South India Pvt. Ltd**, (own subsidiary of **TATA Motors**), authorized dealer for Sales & Service of passenger cars.

* From Sep‘02 – Nov‘05 at **TVS Sundaram Iyengar & Sons Ltd**. Last designated as **Branch in-charge** –Madurai (**HONDA** Exclusive Authorized Dealer)

Automobile giant from South India who contributes significant growth particularly 4 wheeler marketing and servicing of various reputed brands

Steering the initiatives towards the organizational goal and Formulating the Service Policy, Customer Relationship Development, Service Center Management and Corporate account.

* From Dec ‘01 – Aug ’02 at **Rydon Automobile PVT Ltd** - Coimbatore as **Service Manager** –Coimbatore and Tirupur. Authorized Sales & service dealer for **Swaraj Mazda LCVs**.
* From Sep ‘2K – Dec ’01 at **Rajshree Automotive PVT Ltd** - Coimbatore as **Asst. Service Manager.**

Authorized Sales & service dealer for **FORD** Cars**.**

* From Feb ’99 -Sep ‘2K at **Stanes Motors SI Ltd** - Coimbatore as **Customer Service engineer.**

Authorized Sales & service dealer for **HM & Mitsubishi Cars**.

* From Feb ’96 -Jan ‘99 at **ABT Industries Ltd** - Coimbatore as **Service engineer** (Passenger Cars).

Authorized Sales & service dealer **TATA** Passenger Cars.

**Academic Credentials**

* Bachelor of Engineering (Automobile Engineering)
* Institute of Road and Transport Technology- Erode
* Bharathiyar University Coimbatore
* **First Class**

**Computer Proficiency**

* MS Office
* Power Point Presentation
* Email etiquette

**Quality Proficiency**

* *Knowledge in 5s*
* *Knowledge in ISO*
* *Knowledge in Kaizen*
* *Process Improvements and Lean management*

**Other Credentials**

Achievements

* **Best Service Engineer – ABT**
* **Identified as FAST TRACK EMPLOYEE in TVS & SONS LTD.,**
* **HONDA – First rank in overall performance in all over India rating (Sustained 4 times consistently)**
* **Implementing** **Kaizen & ISO 14001 in TVS Madurai**
* **Best Employee Award 2009 in FORD**
* **Team of the Quarter (Q2-2009) – Ford APA team.**
* **Sustained CSR - 5 (Delighted) from the beginning (Apr 2007)**
* **Piloting and launched Warranty Operation process in 10 typical markets in APA region.**
* **KAIZEN on several Quality & Cost / Time save projects (6nos) in FORD Warranty Operations.**
* **More than 20 times Spot awarded by the team.**
* **Launched New business plan (Extended Warranty for Nissan & AL)**
* **Piloting New Product Sourcing Process for Manatec garage equipment industry.**

**Trainings had with Auto OEMs:**

* TATA Motors - Passenger Cars
* RANE (TRW) - Power steering
* Hindustan Motors - Cars (HM & Mitsubishi)
* Honda Siel Cars - Cars –Service / Body Shop / Paint Shop / Technical Trainer
* Subros (HVAC) - Air condition system
* SVL (HVAC) - Air condition system
* Lucas - Fuel injection system / Electrical Systems
* MICO (Bosch) - Fuel System
* Ford India plant - Level –III (Technical Trainer)
* Ford (Online) - 19 certifications (Online training - Technical)
* Ford (Online) - Corporate compliance (Non technical certifications)(10+)

**Expectation & Notice period**

Current CTC - 8.5 Lakh /Annum

Expected - Negotiable

Notice period - 1 Months

**Personal Details**

Date of Birth : 22nd May, 1973

Father’s Name : S.N.Krishnaraj

Martial Status : Married

Languages known : Tamil, English & Hindi (Understanding level)

Address (Permanent) : 6/13, Kaaniyalar Street,

Ariyappampalayam,

Sathyamanagalam.

Erode Dist – 638402.

Tamil Nadu – India.

Address (Present) : No-28, Vallalar Street,

Sivaji nagar,

Korimedu, Puducherry.

Place :

Date : Narayanasamy.SK