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**Divyansh Agrawal**

***Mobile:*+91- 8120285554 *E-mail: -***aagrawaldivyansh@gmail.com

**To work for a challenging and rewarding position in After sales Service in order to utilize my analytical and technical skill like Dealership handling and troubleshooting, reporting skills , customer orientation. Negotiation skill and communication skill thus in order to achieve the best in the industry, there by contributing to organizational and personal growth.**

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| --- |
| **Areas of Expertise** |

**Dealer Development:**

* Identifying & networking with prospective clients; generating business from existing accounts and ensuring profitability through spare parts sales
* Ensure Dealer Service profitability.
* Improving dealer infrastructure.
* Maintaining msl of dealer.
* Helping dealer at the time of troubleshoot
* Warranty settlement .

**Market Development (after sales service ):**

* Identifying customer demand and organizing various remote service camps, main service camps in order to ensure best services to customer and also spare parts targets achievement and helps to generate enquiry for vehicle sales.
* Promotion of amc and its administration.

**People Management:**

* Recruiting, training & monitoring the performance of service team members to ensure efficiency in service operations & meeting of individual and group targets and high rate of customer satisfaction .
* Conducting meetings & reviews for setting up vehicle service objectives. Designing & streamlining processes to ensure smooth functioning of vehicle service and spare parts availability operations.
* Training service team of dealer.

**Customer Relationship Management:**

* Maintaining effective relationships with various stakeholders like key customers, channel partners, vendor partner& project authorities.
* Enhancing customer satisfaction i.e. maintaining Customer satisfaction index.
* Taking feedback from customer and troubleshoot and subject feedback to HQ through technical report.
* **Areas of Expertise**

PROFESIONAL CREDENTIAL

**Previous ASSIGNMENT:01/July/2019 to 09/September /2019**

**Pristyncare care ltd.**

**Business development manager**

**Previous ASSIGNMENT: 03/march/2018 to 05/march /2019**

**Force Motors Ltd – pune**

PROFILE

* Ensure Dealer service profitability.
* Responsible for spare parts sales thru dealership.
* Improving dealer infrastructure.
* Promotion of Amc and its administration.
* Service penetration/reach.
* Service promotion activity.
* Maintaining spare parts inventory at dealership as per company norms.
* Enhancing customer satisfaction.
* Warranty settlement.
* Support dealer in trouble shooting.
* Training Dealer service personnel.
* Providing feedback to HQ thru technical reports from failure analysis .

**PREVIOUS ASSIGNMENT:**

**Kalka Motors – (John Deere Tractors Dealership)1/march/2017 to 2/march/2018**

**Service manager**

**EDUCATION**

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| --- | --- | --- | --- | --- |
| DEGREE | INSTITUTION | YEAR | PERCENTAGE | BOARD/DEP. |
| ENGINEERING  MECHANICAL | SHRI RAM INSTITUTE OF TECHNOLOGY, JABALPUR | 2013-2017 | 7.0(CGPA  ). | RGPV |
| 12TH | St. PAUL H.S. SCHOOL, JBP | 2012-2013 | 67.6 % | M.P. |
| 10TH | St. ALOYSIUS SR. SEC. SCHOOL, JBP | 2010-2011 | 7 CGPA | C.B.S. E |

**TION**

**SUMMER TRAINING**

* Internship in Bhilai Steel Plant for 30days.
* Internship at MSMEIndo-German tool room

**Personal Information**

**Male, D.O.B.22nd AUG 1994, Indian national**

**Languages known**: Read & Write: English & Hindi.

**Hobbies**: cricket, Reading books

**Permanent Add**. –1677-wright town, madan mahal station road, Jabalpur (482001) M.P

**DECLARATION**:

I hereby declare that all the above details provided are true to the best of my knowledge. If given an opportunity to work in your esteemed organization I will do my level best for the benefit of the organization.

Date: Yours Sincerely