CURRICULAM VITAE

**DIBYAJYOTI KRUSHNA CHANDRAN**

E-mail ID :dibyajyoti.chandran@gmail.com

S/O:-PrafulllachandranNayak

Plot No:-552,At/Po :Saheed Nagar,

Bhubaneswar,Dist:-Khourd,Odissa

Pin Code: 751007

Cell : **9861756666/9090766606**

* OBJECTIVE : To become a part of an esteemed organization like yours and to put my technical and communicational skills in the most effective manner for the professional sign of the organization and myself.
* STRENGTH : Hardworking, Positive attitude, Self Confident, Excellent and Communication skills and especially a team player with good Coordination.
* ACADEMIC QUALIFICATION:
* Passed Higher Secondary Education (H.S.E.) in 1999 from TALABASTA HIGH SCHOOL, Banki, Cuttack
* Passed Council of Higher Secondary Education (C.H.S.E.) (Arts) in 2002 from BankiAutonomusCollegeBanki, Cuttack.
  + TECHNICAL QUALIFICATION:
* Dipolma in Automobiles Engineering from CIPET MysoreBangoler (AICET approved) in 2005
* Passed Designing Post Dipolma at cipetBangoler in the year 2006
* Completed PGDCA/CAD/CAM in 2003 from LCC & CHSE, BBSR, (Orissa).
  + TRAINING PROGRAMME :
* One week service Engineer trening B6 model, Hydrabad.
* One month Service Managertraining in Tata Motors Ltd, Jamshedpur.
* One Week Customer Care training in Tata Motors Ltd, Bhubaneswar.
* One week Serviec Advisor Training in Tata Motors Ltd, Pune.
* One week Service Advisor Level 1 Traing in GM (Chevrolet) at RTC Kolkata,
* Attended at Tata Motors, CRM training at Nagpur (One month)
  + TECHNICAL PROFICIENCEY:
* *Operating Systems:* Window 98/2000, Win XP, Linux.
* *Programming Languages*: C, C++.
* *Documentation Tools*: MS-Office.
* *Image Capturing and Editing Tools:* Page Maker, Photoshop and Internet Surfing.
* *Tally 7.*2 VatPackage.
  + Exeperience:
* Now i have worked in **MAHINDRA TWO WHEELERS AUTHORISED SERVICE CENTRE**  in Bhubaneswar as a Sr **Service Manager**  in Odisha, West Bengal, from 1th Oct 2019 to Continue.
* I have worked in **MLR AUTO LIMITED** in Bhubaneswar as a Sr **Service Engineer** in Odisha, Bihar, West Bengal, from 1th Feb 2018 to Nov 2019.
* I have worked in**CORPORATE WARRANTY (I) PVT LTD**in Bhubaneswar Branch as a **CLAIMS MANAGER IN ORISSA CIRCLE “(EXTENED WARRANTY (I) PVT LTD)**form 01thsept 2016 to 2018.

I have handel our clients Automobiles industry **PIAGGIO,TVS,HONDA,VESPA,SUZUKI,MAHINDRA,CHEVROLET,MAHINDRA FIRST CHOISE**.

* I have worked with**Venus Auto India (P) Ltd**. a leading dealership of **GENERALMOTORS** (**CHEVROLET**) in Bhubaneswar as a Senior **Body shop Manger** from june 2012 to July 2015.
* I have worked with **Swapna Motors Pvt Ltd** in Bhubaneswar leading dealership of **Tata Motors Ltd & Fiat** from February 2009 to May 2012 as **Service Manger**.
* I have worked with ***Samal Auto India (P) Ltd.*** a leading dealership of **TATA MOTORS** in Keonjhar from May 2007 to Jan 2009as ***SERVICE ADVISOR***.
* I have worked as **Mechanic cum floor supervisor with Body shop manger**  at **Samal Auto indiaPvt Ltd**.a dealer ship of **Tata Motors**in keonjhar from March 2006 to May 2007.
  + KEY PROFESSIONAL ACHIEVEMENTS:
  + as territory manager at corporate warranty(i)pvt.ltd(cwi)
* Responsible for Overall Business Developmment&Promotion of Corporate Warranty (i) PVT ltd
* Tied up to 16nos of service center in 2016-19
* Achieved 40%growth of EW&AMC retail in 2016-19.
* Highest noscustomer&dealer manpower awareness camp activity in 2016-19 in East Zone.
* Got highest nos of 4w workshop tie-up to promote EW retail in East Zone.
* Reduce 80% client/dealer complains in 2016-19.
* When Claims receive from Dealer after that Proper observation & Diagnosis then Approve/Rejection.
* MFC/MFCWL sales and **Claim Approval/Rejection**
* After Approval Hard copy verification and Payment Reimbursement Process.
* To Maintain Quality Time Management System, Proper planning to ensure positive output within assigned budget.
* Managing customer centric operation, providing them with best service solutions to suit their needs and ensuring satisfaction by achieving delivery and our service quality norms.
* Vehicle Problem Diagnose.
* Managing Mechanical shop and Accidental
* Have the ability to promote a new product.
* Weekly team meeting to give technical & customer handling training.
* Responsible forentire store management & account management.
* Ensure correct and complete documentation and data base management as defined by company.
* Providing value added advice to cooperate and individual clients ensuring proper product mix and optimizing role
* Sometimes support my company and including meeting and interacting with customer from cross section of area & effective team work.
* Identifying areas of improvement in providing better customer support and implementing suitable steps for the same.
* Improve and implement the Standard Operating Procedures at the dealerships
* Ensure profitability of partner, Identification and development of service channel.
* Monitoring and planning of Deployment of service processes in the workshops
* Ensure in time fault compliance as per docket priority booked by client.
* Daily review on delay in closing the pending dockets & provides RCA to client if fails to close the docket/booking within the time frame as per company guidelines.
* To deliver the work as per Quality Policy & Objectives of ISO9001 – 2000. Updated with ISO 14000.
* Addressing client escalation on priority & giving solution on war foot basis by discussing with top management if required.
* On site coordination with work shop supervisors as & when required depending upon the priority.
* Assuring Time frame work and keep commitment to the customer.
* Analysis of the slippages. To identify, resolve and highlight to Management any potential issues that may hinder the service.
* To consolidate periodic updates and MIS from different state. Preparation of daily & weekly reports to Management to give them overall status of Service store & work shop.
  + PERSONAL ATTRIBUTES:
  + Good analytical and problem solving skills
  + Excellent communication and interpersonal skill.
  + Ability to work well within a team environment.
  + Proficiency in English.
  + Ability to learn new technologies fast and motivate persons.
  + Convincing and smiling attitude.
  + Proficient in using different types of software.
    - PERSONAL DETAILS:
  + Father’s Name : Mr. Praffulla Ch. Nayak
  + Mother’s Name : Ms,SarswatiNayak
  + Date of Birth : 29th July1984
  + Sex : Male
  + Marital Status : Married
  + Religion : Hindu
  + Nationality : Indian
  + Languages Known : English, Hindi, Oriya
* Hobby **:** Listening music, Playing Cricket, Reading Newspaper & Magazine and Net Surfing.
* PERMANENT ADDRESS :Prafulla Chandra Nayak

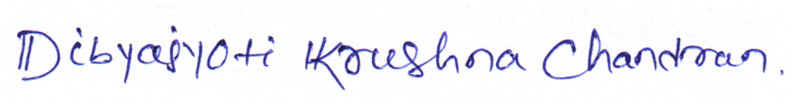
At/Po : Banki,Nearsarswatisishumadir

Dist - Cuttack (Orissa)

Pin-754008.

**DECLARATION :**

I hereby declare that the information furnished above is true to the best of my knowledge and believe.

**Date :**

**Place : Bhubaneswar** **Signature**