**CURRICULUM VITAE**

**Debasis Das**

**Tentulberia, Aurobinda Pally**

**P.O –Garia**

**P.S - Sonarpur**

**Kolkata-70084**

**Dist- South -24 Praganas**

##### **E-mail: - debasis151282@yahoo.co.in/debasisdas151282@gmail.com**

Mobile:-09437058122

**Job Objective**

*Aspiring for a challenging and growth oriented career in an esteemed organization where I’ll prove to the best of my ability to achieve the objective of the organization.*

**Profile Summary**

* Diploma Engineering (In Automobile) with nearly 12 years of experience in After Sales & Customer support in Automobile Industry.
* Solutions driven, customer centric professional with significant experience in handling all aspects of service functions encompassing field service.
* Skillful at monitoring & motivating the workforce to enhance their efficiencies & assisting them to deliver quality service.

**Areas of Expertise**

* Providing After sales service operations while ensuring customer satisfaction, business retention and dealer profitability.
* Managing service operations with focus on implementing policies and procedures.
* Identifying improvement areas & implementing measures to maximize customer satisfaction level.
* Ensuring that operations at the service points match the company’s standards.

**Career Highlights**

* Presently Working as **Deputy Manager Service** in **Mahindra & Mahindra Ltd. (Truck and Bus Division).**

Presently posted at Dibrugarh, Assam, Handling After sales & Service.

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Duration : - 20.03.2019 onwards

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**Previous experience:**- Worked in TATA, HYVA , Ashok Leyland dealership & KAMAZ Motors Ltd, MAN Trucks India Pvt.Ltd. in various positions.

* Worked as **Deputy Service Manager** in  **KAMAZ MOTORS LTD,**  posted at Cuttack, Odisha, Handling After sales team and activities in East Region(West Bengal,Odisha & Jharkhand).

Duration : - May 2014 to Sep 2018

* Worked as a **Asst. Manager Service** in  **MAN TRUCKS INDIA PVT LTD,**  posted at Barbil, Odisha

Duration : - July 2009 to 10.05.2014.

Worked as a **Works Manager** in M/S- Shree Jagannath Motors, Rourkela (Odisha) Authorized Service Center for Service Spares of Ashoke Leyland Vehicles.

Authorized Dealer-Ashok Leyland Industrial Engine.)

(From Nov 2008 to 05.07.2009)

* Worked as a **Service Engineer cum Service In charge** in M/s Shriram Motor Works Pvt.Ltd. Raigarh (C.G).

(Authorized Dealer of MAN Force Trucks India Pvt.Ltd. )

Duration: - May 2008 to 10.11.2008

* Worked as a **Service Engineer** in M/s Phoenix Sales & Service, Bilaspur (C.G)

(Authorized Dealer of HYVA India Pvt.Ltd.

Duration: - Dec 2005 to Api 2008

* Worked as a **Technical Apprentice** in M/s Lexus Motors Ltd. Kolkata (W.B.)

(Authorized Dealer of Tata Motor Ltd)

Duration: - Dec 2004

#### **PRESENT JOB RESPONSIBILITIES**

* **Checks the complaint of customer, rectify that problem.**
* **Arranging men power in dealer.**
* **Customer handling.**
* **Check the revenue of the dealer at the end of the month including labour, parts sales and warranty.**
* **Controlling all Six branches of dealer.**
* **Communicate with our customer every day regarding their vehicles.**
* **Providing our customers on site service without any delay.**
* **Try to read customers mentality and handle them on that basis.**
* **Meeting with service engineers, RSM, service GM regarding any critical issue’s of customer.**
* **Try to indicate the manufacturing fault to company or which kind of problem we are facing in field with vehicle and convince them for modification.**
* **Planning for run customers vehicles if parts not available.**
* **Collection of all vehicles status from all branch and making vor, off road report etc.**

ECHNICAL SKILLS

* Fault Diagnosis on MAN Trucks H.C.V Vehicles
* Fault diagnosis of electrical system of MAN vehicles by MAN CAT diagnostics tool
* Fault Diagnosis on Tata Motors PCBU vehicles
* Basic Training on Kamaz Motors HCV Vehicles.
* Fault Diagnosis on Ashok Leyland H.C.V. Vehicles
* EMS Training Mahindra HCV & ICV Vehicles.
* Basic Training Mahindra HCV & ICV Vehicles.

#### **PERSONAL ATTITUDE**

* Comprehensive problem solving capability,
* Willingness to learn.
* Team facilitator,
* Always ready to work in challenging environment.
* A Self motivated team player, with excellent confidence & commitment.

#### **TRAINING**

**Man Trucks India Pvt Ltd/ Ashok Leyland/TATA motors, Mahindra :-**

* NIS Sparta, Personal effectiveness training for service Personnel at Pune.
* One Day DMS training at MFTPL, Pune.
* HINO engine O/H & Maintenance(AL).
* Repeat complains diagnosis at RTC, Kolkata.(TML)
* **Warranty training at MTBD pune.**

#### **TRAINING**

**KAMAZ** **New products Training -3123, 2523 & 6460**

**Educational Qualification**

* **Metric (65%) year 2002**

**Diploma in Automobile Engineering** (Three Years)

**The Institute of Automobile Engineer, Kolkata (W.B)**

**Year 2005**

**Computer Skills**

Basic knowledge of MS Office

* DMS (Dealer management system Ashoke Leyland)
* DMS ( Dealer management system,MTIPL)
* DMS ( Dealer management system,MTBD)

**Personal Details**

FATHER’S NAME : Mr. Bipin Bihari Das

DATE OF BIRTH :  **15-12-1982**

NATIONALITY : INDIAN

RELIGION : HINDU

CASTE : GENERAL

SEX : MALE

MARITAL STATUS: Married

LANGUAGE KNOWN : **Bengali, English, Hindi & Oria.**

**DECLARATION**

I consider myself familiar with Automobile Engineering aspects. I am also confident of my ability to work in a team.

I hereby declare that all the above-mentioned data are true and correct to the best of my knowledge.

**PLACE:** - Kolkata (WB)

**DATE: - 02.02.2021 (DEBASIS DAS)**