**Mr. SATYAVIJAY S. BHALMODE**

**Mobile:** +91- 9545381945 / 7719905237

**E-Mail:** [satyavijaybhalmode20@gmail.com](mailto:satyavijaybhalmode20@gmail.com)

**SENIOR EXECUTIVE PROFESSIONAL: with over 4 years 6 months of experience**

Field Sales Executive & Business Development.

Industry Preference: Automobile. Location Preference:- Anywhere in India

**PROFILE SUMMARY**

**After Sales & Market Business Development Channel Management**

**Field Service Engineer Dealer Development Revenue Enhancement**

**People Management Brand Management Customer satisfaction**

**Failure parts analysis Warranty Management Parts Support**

**Customer compliment Warranty administration Monitoring**

**Spares Support Service markets executive Sales**

###### **Worked at TATA MOTORS, Location as Field Sales Executive - Commercial vehicle, for Aurangabad, Jalna , Parbhani & Hingoli ;** abilities in setting target achievement vis-à-vis set targets and taking corrective action

* Proficient in applying increases marketing strategies to increase customer satisfaction & revenues.
* Excellence in managing business with complete end to end sales planning of HCV & MDV vehicle.
* Proven skills in breaking new avenues & driving revenue growth and proactively conducting opportunity analysis to achieve sales market-share metrics.
* Possess credibility & personal integrity that leaves lasting impressions with corporate decision maker, motivates employees & generates loyalty.
* Gained skills in leading teams towards achievement of organisational goals; efficient organizer, motivator, team player and a decisive leader with the ability to motivate teams to excel and win.

**CORE COMPETENCIES**

* Achievement of the annual targets in vehicle sales.
* Excellence in managing business with complete end to end sales planning of HCV & MDV (Cargo & Construck ) vehicle.
* Meeting customer and completing follow-ups, operations study & consulting right vehicle giving to customer.
* Generating the inquiry and giving demo our vehicle and giving quotation to the customer.
* Providing the end to end solutions to the customers from inquiry to purchasing, financing, servicing, reselling, and exchanging the vehicle.
* Collect the customer feedback and testimonials for vehicle fuel trail and driver training.
* Proficient in applying increases marketing strategies to increase customer satisfaction & revenues.
* Developing and deploying quarterly and annual plans, programs for company sales.
* Creating enhanced awareness of brand vehicle and building sales market share.
* Enhance customer connect and customer satisfaction.
* Designing successful sales techniques using customer and sales feedback.
* Capture product performance and failures.
* Improving live deal viability by focusing on increasing sales business and improving sales coverage.
* Monitoring daily sales inflow at all the dealerships and area.
* Monitoring AMC & Recon engine Sales at the dealership.
* Giving training to field staff and sales staff on all new implement done in vehicle with module and service circular.

**WORK EXPERIENCE**

###### **Since Aug’19 to Aug’2020**

**TATA MOTORS , Location as Field Sales Executive - Commercial vehicle, for Aurangabad, Jalna, Parbhani & Hingoli.**

* **PREVIOUS EXPERIENCE**

###### **Nov 2015-Aug 2019**

**Ashok Leyland Ltd. Location as Field Service Engineer - HCV, MDV and LCV vehicle for Ahmednagar (Yashawat auto)**

**, Aurangabad , jalna Parbhani & Hingoli ( pagariya auto )**

Working as Field Service Engineer representative of Ashok Leyland.

* Handling Dealer customer and addressing to the customer complaints.
* Giving training to field staff and Mechanics on all new implements done in the vehicle with modules and service circulars.
* Acted as a bridge between Customer/Dealer & Head Quarters.
* Attending and addressing for Breakdown complaints.
* Improve dealer operations and system/process to meet customer satisfaction.
* Organize and conduct Campaign activity at site for needy.
* Achieving Dealer Targets by motivating the Dealer customers.
* Parts rechecking and Parts Failure analysis.
* Monitoring and controlling the daily parts consumption in order to achieve the financial target.
* Support the development of process, methods, tools and standards related to the area.
* Achieve monthly, quarterly, half year targets for various segments
* Work with field sales team to drive implementation.
* Service Reports update in system.
* Service jobs billing/Internal Invoicing/Goodwill/ Booking.
* Warranty parts Supply/Help Warranty Administrator for warranty processes.
* Use of Service Information System for service related activity.
* Creation of database for engineer utilization, expenses Vs earnings reports and other management reports.
* Any other service activity which comes up from time to time.

# ROLES & RESPOSIBILITIES.

* Co-ordinate & resolve with service issues - "On-site" and at service center - along with customers & internal team members.
* Provide customer maintenance schedule data for various models.
* Provide technical details to customer for all aggregates in various models.
* Confirm warranty eligibility of vehicles.
* Diagnose and identify root cause for vehicle issues.
* Provide time and cost estimate to the customer.
* Co-ordinate maintenance of the vehicles with sub-ordinates
* Co-ordinate and ensure spare parts stock availability.
* Update service records in the centralized online system.
* To provide the customer exact bill through company generated system.
* Co-ordinate warranty claims between customer & company.
* Provide technical training to the staff.
* Update daily /warranty /payment report to service engineer on regular basis.

Job Profile:-

Working as team and handling various issues of dealersuch as.

* **Customer satisfaction**: -Working to get above 95% availability of trucks &Buses reducing repair down times, timely completing retro fitment job.
* **Plant Support**:-Make proper check of all failed aggregate to reduce the warranty cost.
* **Spares Support: -** Timely informing to store in charge about part requirements so as to avoid any off road part availability. Keep on tracking for local vendor if any part has shortage at warehouse.
* **Providing information to management: -** Providing information’s to our Management by means of PDI reports, safety status, aggregate failure monitoring reports, Daily VOR status report, feedback reports, Monthly brake down report, dealer infrastructure details.

###### **Jun’15- Oct’15**

* **Madras Motors Sales and service (Authorized service Center-Ashok Leyland Ltd.), Buldhana ,Maharashtra.**

**EDUCATION**

2015

B.E (Mechanical Engineering)

Amravati University, Amravati.

**TRAININGS ATTENDED**

* Full fledge training on commercial vehicle in STC Chennai Ennore Ashok Leyland training center.
* Hands on training in Hino diesel engine.
* Hands on training on Eaton and ZF 6 speed and 9 speed Gear box.
* Detail course on Rane TRW steering system.
* Training on ABS.
* Tyre wear matrix.

**TECHANICAL SKILL**

* Engine trouble shooting and overhauling (BS 3,BS 4 & BS 6)
* Knowledge about diesel engine BS 3 , BS 4 and BS 6
* Transmission overhauling ZF 6 speed and ZF 9 speed (ETON 6, 9 Speed gear box).
* All auto parts overhauling.

**IT SKILLS**

* Well versed with:
* MS Office
* Internet Applications
* SAP ,DBM,CRM.

**PERSONAL DETAILS**

Date of Birth: 20 April 1992

Present Address: At Post Wadgaon Wakhari Tahsil and District Jalna Maharashtra

Languages Known: Hindi, Marathi and English