**RESUME**

**NESAMANI.S**

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**OBJECTIVE:**

# I would like to make the best use of my acquired knowledge with any type of opportunity given, and to contribute the growth of the organization in all ways I can.

**INDUSTRIAL EXPERIENCE:**

1. **Worked at Anaamalais Toyota, as Asst. Manager Service/Head customer Relation/Deputy Manager Body and paint from June’2006 to July 2020.**

# Job Responsibilities:

* To monitor overall service operation, Business & CS KPI.
* Prepared Activity based on shop floor productivity & complaint rate.
* Monitor appointment team productivity and take proper actions.
* Co-ordinate with team members to achieve business targets & Vas target.
* Provide CS activity related training for all staffs
* Receive and Analyze customer Complaints & Feedbacks Both Sales & Service as per Toyota Customer Handling Procedure.
* Escalate critical concerns to Toyota Kirloskar Motor, Bangalore and Rectify the customer concern.
* Guide the Dealership Team members to Achieve CS Target (JDP survey).
* Support and Monitor team Members to achieve internal CS targets.
* Conduct Basic estimation preparation, Damage Assessment and insurance claim documents collection training for all service Advisor.
* Monitoring and Analyze all Accident Claim Estimation Quality based on Vehicle condition and Toyota Collision manual.
* Monitoring and control Insurance claim Estimation creation lead time as per Toyota standard.
* Support to Team to reduce lead time through live video streaming.
* Guide to all Service Advisor to Prepare Liability for Major & Standard policy claims.
* Control & Monitor Shop floor production lead time & Quality, through Toyota Control system.
* Handling claim related customer complaints and provide necessary action steps.

Monitor overall body shop KPI Targets to achieve business

* Tracking insurance claim ratio (TP to NTP) and TAT.

# Training Completed:

* TOYOTA – Ladder training
* Toyota Customer Relationship Handling Training
* Toyota Body shop Estimation Course
* Toyota Body shop promoter course ( KODAWARI standard )
* Toyota Express maintenance service development and implementation training
* Kaizen coordinator training
* Fix-it-Right coordinator training

1. **Working at Kaveri Tata, as Manager Service from Aug’2020 to Till now.**

# Job Responsibilities:

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* Monitor appointment team productivity and take proper actions.
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* Provide CS activity related training for all staffs

**ACADEMIC PROFILE:**

# Education:

* Completed **Diploma in Mechanical Engineering** at Government Polytechnic College, Trichy on April 2005 with 72.67% marks.
* S.S.L.C completed at Government High school, Trichy on April, 2002 with 84% marks.

# Computer Proficiency:

* Operating System Windows 98, 2000, XP
* Packages Known Microsoft Office, PowerPoint

**PERSONAL DETAILS:**

Date of Birth : 22/05/1987

Father’s name : R.SUNDARAM

Marital status : Married

Languages Known : ENGLISH, TAMIL

Nationality : INDIAN

Address for Communication : C-88, East Fifth Prakaram,

Thiruvanai kovil (PO), Srirangam (TK)

Trichy (DT) – 620005,

Tamilnadu.

India.

Contact No : +91 – 9159905359.

**DECLARATION:**

Being a judge of myself as a sincere, ambitious and a capable team player, I can contribute substantially to any venture or organization, I join.

PLACE: Yours Faithfully

DATE :

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