

Dear Sir / Ma'am,

Warm greetings to you,

Synopsis about my career path:

* **S**tarting an IT engineer, I have diversified myself to be an Automobile Trainer, Asst. Service Manager, as well as an entrepreneur.

* **H**aving working in 4 different environments for a total of 15 years has given me experience to handle myself responsibly in diverse situations.

* **D**uring my career, I have earned good Admin qualities and am trained in Emergency Rescue Operation(s) which drive me to take ownership of whatever task I'm given.

Please find my CV attached herewith for your kind consideration.

Looking forward to hearing from you.

Thanks,
Nirmal Raj

☎ 9385523389

✉ nirmalraj1584@gmail.com

CUSTOMER SUPPORT – IT EXECUTIVE – AUTOMOBILE TRAINER ASST. WORKS MANAGER – ENTREPRENEUR

NIRMAL RAJ S



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+91 93855 23389
WhatsApp same as mentioned

OBJECTIVE

“To generate revenue for the organization whilst maintaining ethics without compromising company’s values and trust”

SKILLS

“Outstanding customer bonding skills, will walk that extra mile to help and serve company interests and of its clients”

EXPERIENCE 17 YEARS AND COUNTING

6. ENTREPRENEUR

Period: Sep 2016 to July 2022

Partnership firm

AMKIN CAR CARE

4 & 2-Wheeler Detailing Centre

Service offered:

Under chassis cleaning with Single Post Hydraulic Lift

Vehicle interior cleaning with Vacuum and detailing with 3M products

Vehicle exterior cleaning with 3M products, SNOW FOAM wash

Exterior detailing with 3M waxing treatment.

Minor technical work such as Electrical components R&R and Engine oil, Oil & Air Filter, Cabin Filter R&R, Bulbs R&R etc.,

[Awarded 5/5 Star rating by Justdial® for customer feedback](#)

5. ASST. SERVICE MANAGER / MARUTI SUZUKI

Period: Oct 2014 to Aug 2016

Departments Handled:

Full responsibility of Service and Shop Floor
Coordinate with body shop to complete overall TAT

Service Marketing

Warranty, Ext. Warranty

Accessories, Spares, Maruti Insurance

Roles & Responsibilities:

CC/10K and Revisit and 5Why Analysis

Day-wise Technician Productivity

Service Labor / Labor per day

Warranty & Ext. Warranty supervision

Final Inspection, Service TAT adherence

Equipment Maintenance and Calibration

Running repair to Paid Service Conversion

Accessories and Ext. warranty sale

Tools and Special tools audit

Daily outstanding tracking with SA and Accounts team

General Service to body shop conversion

Customer Relations

4. SENIOR TRAINING SPECIALIST / TTI GLOBAL

Period: Aug 2012 to Sep 2014

Product launches:

Pan India launches of Renault Scala car
Train the Trainer (TTT/T3) programs
Pilot Trainings, Sales Motivation and Product Training
Chauffer Training Program for Mercedes-Benz
Mystery Shopper for AUDI India Chennai

3. TRAINING SPECIALIST / SLS - RPS

Period: Apr 2011 to July 2012

Certified for 1) Volkswagen 2) Skoda 3) Renault 4) Nissan 5) Honda 6) Toyota 7) Ashok Leyland 8) Mercedes-Benz

- 1) Volkswagen: International Basic Training, Dealer Assessment and Certification for Sales Consultant
- 2) Toyota: Etios / Liva Direct Dealer Training (DDT), Corolla Altis (Petrol/Diesel) DDT, Toyota U-Trust Training DDT.
- 3) Honda: Sales methods and Selling Skills, Acquaintance
- 4) Skoda: Service Auditor, Skoda Yeti launch
- 5) Mercedes-Benz: Dealer Centre assessment – Entry test

Product Launches: 1) Renault: Scala (Petrol/Diesel), Pulse (Diesel), Duster (Petrol/Diesel), 2) Nissan: Sunny Pan India 3) Ashok Leyland: Dost BS3/BS4

2. TECHNOLOGIST / LASON INDIA / HOV SERVICES

Period: Dec 2006 to Mar 2011

Technologist IT: Hardware and Software support team

I. HELP DESK EXE. / SUTHERLAND GLOBAL

Sep 2005 to Nov 2006

Help desk executive for North American HP® customers

EDUCATION

BACHELOR OF ENGINEERING

Passed out in 2005 under certification from ANNA UNIVERSITY

VOLUNTEER EXPERIENCE OR LEADERSHIP

SCOUT

RSP

NCC

EMERGENCY RESCUE TEAM (ERT)