

ENGR. KARTIK RAJ

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Location: India

SUMMARY

Senior Automotive Service Manager with 12+ years of experience managing workshop operations, technical teams, customer relations, diagnostics, vendor coordination, and service quality. Expertise in handling multi-brand service centers, improving operational efficiency, training technicians, and achieving high customer satisfaction.

EXPERIENCE**Service Manager – AutoPrime Dealership Group (2014 – Present)**

- Managed daily operations of a high-volume automobile service center.
- Supervised 40+ technicians across mechanical, electrical, and diagnostics departments.
- Ensured compliance with OEM service standards, safety protocols, and quality checks.
- Handled customer escalations, warranty claims, and technical reports.
- Implemented workflow improvements increasing service efficiency by 30%.

ACHIEVEMENTS

- Awarded "Outstanding Service Excellence – 2022".
- Increased customer retention rate from 70% to 88%.

EDUCATION

B.Tech – Automobile Engineering

Advanced Certification in Automotive Diagnostics

SKILLS

Workshop Management, Diagnostics Expertise, Customer Relations, Team Leadership, Vendor Coordination, Safety Compliance, Quality Control

DECLARATION

I certify that all the information provided is accurate and complete.