# CurriculumVitae

**Amit Kumar**

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### PERSONAL CHARACTERSTICS

**Key Strengths:**

* Self Motivated
* Relationship oriented Person
* Punctual
* Target oriented
* Hard working Attitude

**Professional Attributes:**

* + Good Listener
  + Good communication skills
  + Having presence of mind
  + Good observer
  + Knowledge of profiling
  + Security Minded

**Service Operations (Managerial)**

* Managing the after sales service operations.
* Handling complaints relating to service and quality.
* Implementing services policies.
* Generating and preparing MIS reports for tracking daily performance and submitting the same to the top management.
* Accountable for improving CVP.
* Executing Quality care accreditation program ( BAJAJ MFS )

**Service Operations (Technical)**

* Conducting quality checks and performing regular maintenance service.
* Giving training to dealers network technician.
* Manage dealer service network.
* Manage assembly line operation.

# Customer Servicing

* Monitoring the post service activities like follow up with the customers, service reminders and handling customer grievances for superior customer service.
* Organizing Free Check up Camps, Customer Meets, for handling customer grievances and enhancing their contentment levels.

# Team Management

* Supervising and monitoring the performance level of the service staff for ensuring superior customer service and accomplishment of service and targets.
* Organizing regular periodic meetings & technical trainings for service staff and sales staff for discussing current work issues and devising solutions for enhanced operations.

### WORK EXPERIENCE & PROFESSIONAL CAREER

**CURRENT : Searching**

**Organization : DAG INDUSTRIES NIGERIA LIMITED AFRICA**

**Period : Aug 2023 To May 2024**

**Dealer Of : Bajaj 2wh & 3wh**

**Designation : Regional Manager Service (Senior Manager)**

**Work & Responsibility- Achievement of set target of customer satisfaction & after sales business**

**Service Retention.**

**Parts & Accessories Sales.**

**Customer Service Resolution.**

**On job training – Technical & soft skill**

**Promotion of service products & schemes**

**Organization : Pioneer Motors ( MUTMEIZA FOR INDUSTRIAL CO . LTD ) Khartoum Sudan Africa**

**Period : September 2020 To May 2023**

**Dealer Of : Bajaj 3wh**

**Designation : Service & Spare Parts Sales Manager**

**Work & Responsibility- Achievement of set target of customer satisfaction & after sales business**

**Service Retention.**

**Parts & Accessories Sales.**

**Customer Service Resolution.**

**On job training – Technical & soft skill**

**Promotion of service products & schemes**

**Operation and Quality of Assembly line Production**

**Organization : Doshi Motors (South Sudan Africa)**

**Period : Nov 2018 To Feb 2020**

**Dealer Of : TVS 2 & 3 wh**

**Designation : Service & Spare Parts Sales Manager**

**Work & Responsibility- Achievement of set target of customer satisfaction & after sales business**

**Service Retention.**

**Parts & Accessories Sales.**

**Customer Service Resolution.**

**On job training – Technical & soft skill**

**Promotion of service products & schemes**

Organization : **Fair Deal Bajaj (Tanzania East Africa)**

Period : Jan 2016 To Sep 2018

Dealer Of : Bajaj 2 & 3 wh

Designation : Service In charge

**Work & Responsibility- Achievement of set target of customer satisfaction & after sales business**

**Service Retention.**

**Parts & Accessories Sales.**

**Customer Service Resolution.**

**On job training – Technical & soft skill**

**Promotion of service products & schemes**

Organization : **Pal Nissan**

Period : Feb 2012 To Dec 2015

Dealer Of : Nissan Car

Designation : Service Manager

**Work & Responsibility- Achievement of set target of customer satisfaction & after sales business**

**Service Retention.**

**Customer Service Resolution.**

**On job training – Technical & soft skill**

**Promotion of service products & schemes**

Organization : **Rishab Engineering Company**

Period : Aug 2007To Dec 2011

Dealer Of : Kilosker Genset

Designation : Service In charge

**Work & Responsibility- Achievement of set target of customer satisfaction.**

**Customer Service Resolution.**

**On job training – Technical & soft skill**

**Promotion of service products & schemes**

Organization : **Karlo Automobiles ( Patna )**

Period : April 2006 To July 2007

Dealer Of : Maruti Dealer

Designation : Service Adviser

**Work & Responsibility- Achievement of set target of customer satisfaction.**

**Customer Service Resolution.**

**Job Card Opening.**

**Promotion of service products & schemes**

###### EDUCATIONAL QUALIFICATION

* Has Completed Senior Secondary Examination from B.I.E.C. in the year 2001.

Has Completed Secondary Examination from B.S.E.B . in the year 1999.

**PROFESSIONAL QUALIFICATION & COMPUTER SKILLS**

* Diploma in automobile engineering ( 2006 ) From imi Patna.
* Operating System Win XP, Ms Office, Ms Excel & Power point
* knowledge of Internet

### PERSONAL DETAILS

* Father’s Name : Late Ashok Kumar
* Marital Status : Married
* Languages Known : English, Hindi,.
* Permanent Address : Kandpal Niwas,Vikash Nagar Phase -2

Khusumkhera haldwani Haldwani

* E-Mail  : [**amitkumar\_1982@hotmail.com**](mailto:amitkumar_1982@hotmail.com)
* Date of Birth : 05.02.1984

Dated: Amit Kumar