

Dayanand Yadav

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Bhilai , Chhattisgarh 490024

PROFESSIONAL SUMMARY

- Experienced Customer Service with a Demonstrated History of Working in the Automotive Industry. Skilled in the Dealer Management and Customer Service. The Most Important Goal of My life is to Take Customer Satisfaction to an Advanced Level.

SKILLS

- Experienced in Customer Handling .
- Team Leading Capability .
- Focus on Gives Smooth Service Experience in a Comfortable Environment with the Help of Excellent People .
- Expert in Business Generation and Generate Additional Revenue during Vehicle Service .
- Customer Relationship .
- Good Communication Skill .

WORK HISTORY (1) SENIOR SERVICE ADVISOR 09/2017 TO CURRENT

Groupe Renault Raipur, Mahadeva Cars Pvt Ltd | Raipur, Chhattisgarh

- Repair Order Growth .
- Manpower Availability and Training .
- SOP Sustenance . Monitor & Review KPIs .
- Service Retention & Lost Customers Recovery .
- Customer Concern Resolution & Provide Quick Service To Customer .
- Sale of allied Business and VAS .
- Timely Escalation If Required .
- Provide a Delightful Experience to customers During his/her Vehicle Service .
- Workshop Floor Management Through using Technical Skills .

(2) SERVICE ADVISOR 09/2016 TO 09/2017

Groupe Renault Raipur, Mahadeva Cars Pvt Ltd | Raipur, Chhattisgarh

- Warm Reception and Greeting. Primary Diagnosis and Estimation .
- Work To Be Done as Per Ro .
- Sale Of Allied Business and Vas.
- Tracking and Vehicle Readiness as Per Promised Time .

JCB GROUPE Dynamic JCB Raipur | Raipur , Chhattisgarh

- Inspect the Machine – Backhoe Loader & Loader .
- Hydraulic work .

EDUCATION

Bachelor of Engineering | Mechanical Engineering | **70 %**
Chhattisgarh Swami Vivekanand Technical University, Bhilai

06/2014

12th Std. | Maths | 85 %
M.D.S.S. Mandir Kailash Nagar , Bhilai

04/2010