

RESUME

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Objective

To associate myself with a progressive organization which would provide me opportunities to deliver and upgrade my strong expertise to achieve the goals of organization and growth of the individual.

Profile Summary

- MBA - Finance and Marketing with more than 20 years of experience in Business Development, Risk management, Collections and Customer service.
- Currently working at Kalyani Motors Pvt. Ltd. As Floor Coordinator.
- Abilities in handling quality customer service operations, organizing process strategies and building relationship with various groups.
- Highly energetic with a keenness for learning and resourcefully applying new Knowledge.
- Posses' strong initiative, communication and interpersonal skills.

Summary of Skills

- Effective Leadership and Management.
- Good communication skills.
- Good interpersonal skills.
- Negotiation skills.
- Problem solving skills.
- Tact and diplomacy.
- The ability to keep objectives and goals firmly in sight.
- The ability to remain flexible and seek alternative options to problems.
- The ability to stay calm under pressure and meet tight deadlines.

Professional Experience

Kalyani Motors Pvt. Ltd., Bangalore (December 2018 – Till Date)

Designation : Floor Coordinator (Body Shop).

Duties & Responsibilities:

- Managed a crew of 42 employees.
- Provide administrative support to Body Shop Manager.
- Assisted the Manager in training technicians and monitoring their performance.
- Coordinated with the management to ensure compliance with the assigned responsibilities and task.
- Involved in daily contact with customers to troubleshoot and resolve any customer inquiries and complaints while maintaining good customer relations.
- Created estimates per the customer's needs and accidents they were involved in.
- Worked with insurance adjusters and assisted customers with filing insurance claims.
- Supervised efficient working of all body shop employees and performed repair work and maintained quality standards for same.
- Evaluated completion of vehicles coming to shop and monitored regular progress and suggested required safety procedures.
- Checked completed vehicles for quality assurance.
- Assisted in month end closings and labour reports.

Running Own Business at Qatar from May 2016 to October 2018.

Barwyn Trading & Contracting WLL, Qatar (March 2014 – April 2016)

Designation : Business Development Executive

Duties & Responsibilities:

- Responsible for developing business and managing the existing contracts.
- Participates in market visits and actively involved in regional planning and review meetings.
- Managing a team of supervisors, administration staff and drivers.
- Build suitable external and internal client relationships.
- Making sure the operation meets its targets.
- Coordinating staff training.
- Putting together performance reports for directors.
- Arranging vehicle service maintenance in time.
- Preparing monthly invoice.

Tata Teleservices Ltd., Cochin(June2009 – February 2014)

Designation : Corporate Collection Manager

Duties & Responsibilities:

- Handling Billing and Collection for Top Corporate Accounts.
- Bad Debt recovery and reduction through retention activities.
- Handling a team of 10 collection executives.
- Monitoring and providing proper guidance to the collection executives.
- Weekly review of collection executives for better results.

Reliance Communications Ltd., Kannur (December2004 – May2009)

Designation : CROU Lead

Duties & Responsibilities:

- Identifying and appointment of Hard Collection Agencies for different locations in the Cluster for different buckets.
- Allocating Customer Base of Collection and FWP Recovery for all collection Agencies at different location.
- Providing proper guidance to FOS and if need be, visiting customers at their places and resolve various issues.
- Weekly review of Collection and Recovery FOS of the agency for better results.
- Follow up of Cheque Bounce cases (Tele calling/Agency follow up) pre 138 Stage.

Saturn Motors Pvt Ltd,.(Dealer of Hyundai Cars),Bangalore(January 1999 - November 2004)

Designation : Service Advisor

Duties & Responsibilities:

- Greet customers upon arrival to work shop.
- Interact with customers to know the nature of their problems.
- Test drive vehicles with customers to understand the problems in vehicles.
- Explain all service options to customers including time and cost estimates
- Consult with mechanics regarding appropriate service options.
- Develop as many solution methods as possible, attempting to keep costs low.
- Advise customers on warranty protections and other potential cost-saving service options.
- Track maintenance or repair status, fill out reports on labour and cost of all services.
- Perform post-service inspection with customers and answer any questions they may have.

- Perform customer service duties, i.e. answering the phone, scheduling service appointments, and calling customers to inform them their vehicles are ready for pick up.
- Manage shop workflow and schedule for mechanics and technicians.

Educational Background

Post Graduation : January 2010, MBA (Master of Business Administration)
Field of Study : Marketing & Finance
University : Sikkim Manipal University, India
Graduation : November 1998, Bachelor of P M Cs
Field of Study : Physics, Mathematics and Computer Science
University : Mysore University, India.

Personal Particulars

Date of Birth : 1st October 1976.
Nationality : India.
Gender : Male.
Marital Status : Married.
Languages Known : Malayalam, English, Hindi, Kannada, Tamil.

Declaration

I hereby declare that the information given above is true to the best of my knowledge and belief. I am fully confident and able to discharge my duties to the best of your expectation.

Ajish Gopal V. M.