

NILESH BORSE



To be part of an organization which render technical & group leadership qualities. To act as catalyst towards accretion of an organization.

Service Operation	▫ Presently working with 3M Gulf in Automotive Aftermarket Division responsible for Gulf region.
Technical Support	▫ Experience in problem solving technique at Body Shop end as well as within the organization by root cause analysis method.
New Model	▫ Active member in successful implementation of new model XYLO in paint shop in all process & quality aspects.
Training & Development	▫ Certified as Global Paint Training Expert (PT3 - Sr. Instructor) from "Honda Motor-Japan"
Communication	▫ A keen communicator with the ability to relate people across all hierarchical levels in the organization, Possess ability to motivate people to achieve organizational objectives

Key Profile Skills

A. Service Operation

- Managing Service Operations with focus on implementing procedures; developing / streamlining systems; handling Workshop Operations etc.
- Analysing dealer Service operations for their capacity, efficiency and quality on monthly basis and suggestion for capacity expansion, efficiency enhancement etc.
- Closely monitor Insurance business through Nissan Ensure & its impact on Body shop business.
- Improving Customer convenience through Network Expansion – Mobile Service Assistance & Tie up partners

B. Training and Development

- Skill set mapping & Training Need Identification – monitoring the progress across the network
- Developed the new seminar to strengthen the Dealer operation through Continuous improvement
- Demonstrated abilities in achieving cost savings across assignments, minimizing bottlenecks for achieving high productivity with maximization of man, material & machine.

C. Technical Support

- Proactively identifying areas of obstruction and taking corrective measures / steps to rectify the obstructions through application of trouble shooting tools.
- Provided technical support and training for Body paint repair to dealer technicians and managers as well as distributors manpower
- Root cause analysis of on-line paint related defect.
- Trouble shooting of problem and improving production line condition for zero line stoppage.

D. Projects

Manufacturing Project – New model (CED reach , MAPS

- Paint shop processes , Electrostatic , 2C /1B for solid paint
- New Body filler development

Aftersales Project – Bodyshop Productivity improvements

Work experience

3M Gulf - Dubai From AUG'19 to till date as Senior Application Engineer in Automotive Aftermarket Division

- Drive market share gain by continually analyzing the industry , market ,customers & competitors and identify growth opportunities and translate this into market share gain
- Introduced New Product to market & ensure contribution in new sales growth
- Demonstrated opportunity analysis through 3M solutions for different Bodyshop processes
- Developed Standard Operation Procedure for Bodyshop as per OEMs guidelines
- Developed & delivered product training for Distributors & End-users
- Conduct Bodyshop audits for Quality & Process improvements at Collision Repair shops
- Worked closely with the sales team to identify new market opportunities and support sales efforts.
- Support sales team through sales Rep & distributor rep trainings
- Conduct local Product testing & analysis
- Collaborated with cross-functional teams to develop innovative product solutions that meet customer needs and exceed expectations.
- Identify broader 3M growth opportunities & implement actions to take advantage of these opportunities
- Developed and maintained relationships with key customers and identified opportunities for business growth

KEY ACHEVEMENTS: -

- Competition conversions – AOEM accounts in Kuwait, Bahrain & UAE
- Successfully developed new filler for Local market

AW Rostamani Group – AAC. LLC, Dubai From MAY'17 to AUG'19 as Assistant Training Manager Body & Paint in Aftersales Service Dept.

- Conduct Training Need Analysis & prepared Training plan accordingly.
- Monitored monthly Training KPI for NISSAN - RENAULT & INFINITI.
- Developed & delivered Training for Bodyshop Business Development Executives
- Develop multi skill BP technicians across the network.
- Development of training curriculum, textbook manuals and modular handouts with the Pre and Post examination test and practical evaluation process to ensure their skills is up to the level.
- Conduct post training evaluation to check training effectiveness.
- Organized National Skills contest for Parts Sales Executives & Service Advisors & participated in Nissan & Infiniti Middle East Regional Skills Contest
- Delivered Global Nissan Service Advisor Training to Service Advisors
- Developed & delivered Standard Operating Process Training to Front office & Workshop Supervisors & managers
- Developed & delivered BP Estimation Training for Fleet customers

KEY ACHEVEMENTS: -

- Nissan Middle East Regional skills contest
 - 2017 - GOLD medal in NIPEC, SILVER medal in NISAC
 - 2018 - GOLD medal in NIPEC as well as NISAC

- INFINITI Middle East Regional skills contest
2018 - GOLD medal in Infiniti Service Consultant Contest
2019 - GOLD & SILVER medal in Infiniti Service Consultant Contest

**Nissan Motors India Ltd, Gurgaon From JAN'16 to APR'17
as Assistant Manager Dealer Operations in After Sales Service Dept.**

- Initiate the checks in form of audits to strengthen and monitoring of implementation of service standards at dealership.
- Close monitoring of Fleet business to achieve the common target of retention as well as dealer profitability.
- CS- Strategy frame work development for Nissan Indian market for Customer satisfaction & service quality.
- Monitor Insurance business through Nissan Ensure & review it on regular basis.
- Monitoring Same Day Delivery performance of Network & take corrective action to improve it.
- Equipped workshop facility for New Model.
- Managed a vendor network for material , tools & equipment to meet required the quality standards.
- Revised Hourly labour rate for Dealer Network.
- Prepared & update the Body & Paint labour charges for new model.
- Prepared Process standardization & operation manuals for streamline BP operations.
- Prepared B&P operation manual & SOP to maintain the harmonious work flow at dealerships.
- Monitoring customer complaints and take corrective action to minimize the same.
- Work closely with the dealer manpower for effective implementation of B&P repair processes.
- Monitoring Bodyshop Bay/Paint booth Productivity & manpower efficiency for all Dealer Network.

KEY ACHEVEMENTS:-

- Implement 35 nos - Mobile Service Assistance for the network through effective customer reach strategy.

**Honda Cars India Ltd, Mumbai From NOV'10 to JAN'16
as Sr. Executive – BP Training in After Sales Service Dept.**

- Prepared Training plan for manpower development for Dealer Network
- Extensive Classroom and Hands on Training to BP technicians at Dealerships as well as at Training Centre for the repair quality, process/requirement as per global Honda standard.
- Conduct periodically audit at Dealership-body shop for quality and process control.
- Analyze the BP branches performance and ensure adhere to standards process and determine the training/improvements required in coordination with the Bodyshop Manager.
- Key member of Honda Dealership BP productivity & profitability improvement program.
- Support in network expansion by providing technical expertise for body shop layout.
- Conducted
 - Body Paint clinic Audit at dealerships at regular intervals.
 - Trials of various new tools and equipment and consumables (existing and new system) for car repair activity and implemented the same at dealer level.
- Prepared & update the Body & Paint labour charges for new & existing model.
- Implement Standard Repair Time & Flat Repair Time at Dealerships
- Prepared 'Training News' for Process awareness to the dealerships.
- Prepared Process standardization & operation manuals for streamline BP operations.
- Check training effectiveness by post training evaluation.
- Developed list of standard Tools, Equipment & consumables to give the clear guidelines to dealership
- Demonstrated excellence in startup OJT at all new Dealerships.
- Organized Technician Skill Contest for the recognition of the best talent among our dealerships and motivating them for further skill improvement and team spirit.
- Played a key role in the Sales and Marketing team for launch of new models, accessories, colors etc.

KEY ACHEVEMENTS: -

- Successfully implemented BP renovation activity at 12 dealerships

- Developed management seminar for Workshop controller, BP Service Advisor & BP managers
- Successfully organized & participate in National Selection of World Skill Contest 2011 & 2013 with SIAM, NSDC & ASDC.

**Mahindra & Mahindra Ltd, Nashik from Aug'07 to Oct'10
as an Assistant Manager – Paint shop Dept**

FUNCTIONAL RESPONSIBILITIES: -

- Proactive planning and implementation of Process related to Man, Machine, Materials & Method for top coat, t/up, & final Delivery of vehicles.
- Well versed with parameters of electrostatic bell application and troubleshooting related to it.
- Responsible for Quality Measures such Gloss, DFT, Wave Scan.
- Inspection & Rectification of Painted jobs / Touch Up jobs for Paint defects
- Responsible for process efficiency & Consumable consumption control & optimization through ingenious ideas.
- Providing training regarding safety aspect during painting and expertise operator in painting technique through dexterity.
- Establish MAPS in Paint PU through SOS & 4 motion of Economy Principle.
- Establish BBS (Behavioral Based Safety) activity & reduced Red stages to Yellow through it.
- Resolve internal & external customer complaints through 7 QC tools & QC Story.
- Coordinating the Various activities of the Dept. like APQP, PPAP & DCP.

KEY ACHEVEMENTS:-

- Achieving the cost saving of Wiping cloth at sanding up to Rs. 5 lacs.
- Melt rubber WSS for different variants through common component.

ACADEMIC CREDENTIALS

- 2007 Bachelor Degree in Paints Technology from University Department of Chemical Technology, North Maharashtra University, Jalgaon in First Class with Distinction **(80.38%)**
- 2002 H.S.C. Examination from Nashik Board with securing First Class with Distinction **(77.83%)**
- 2000 S.S.C. Examination Nashik Board with securing First Class with Distinction **(78.66%)**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Yours faithfully,
Nilesh Borse