

# Melbin Thomas

To work in a **Challenging Environment** and to acquire **Professional Excellence**, thereby contribute to the **Growth and Profitability** of the Organization.

Ambitious, Dedicated and Visionary Leader, highly knowledgeable in a wide variety of tasks: Service Manager with Leadership & Developmental Strategies | Inspection & Diagnosis | Warranty Analysis | Spare Parts Inflow & Outflow Revenue | Problem Solving |

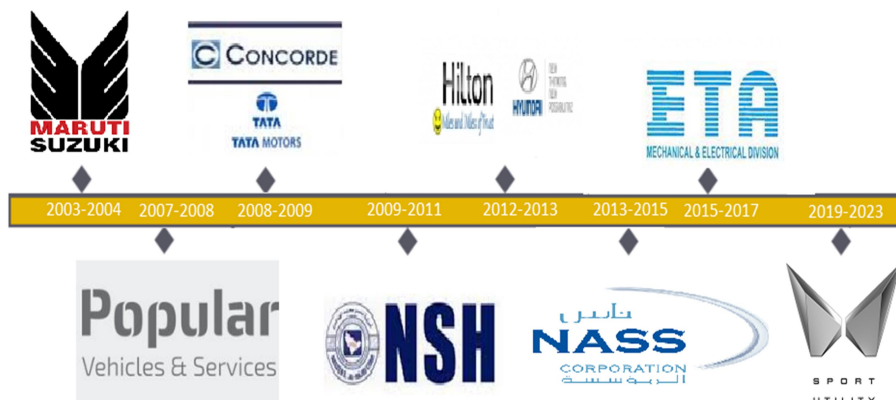
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## Career Summary

**B.Tech. (Automobile) professional with 15 years of experience in Service Engineering across Automobile domain in India, Saudi & Qatar**

- ❖ Capability to Manage a Team with more than **100 employees** & to monitor their daily activities & needs if any.
- ❖ Developed **flexible and adaptable work schedules**; imparted trainings using a variety of classroom delivery techniques
- ❖ Designed and developed **Measurement Daily Status presentations, programs and curriculums** which analyses the Daily Revenue growth.
- ❖ Exposed to maintain **business relationship with clients / customers** to achieve quality product and service norms by resolving their service related critical issues
- ❖ Done **Productivity Calculations** which analyses the Technician Productivity/Day
- ❖ Proven capabilities in **administering the performance of multi-skilled workforce and conceptualizing need-based training programs** to enhance their efficiency & productivity
- ❖ Expertise in **assessing learning & development** needs and **aligning programs / interventions** with business objectives; assisted for solutions to **technical issues & resolution** for the same
- ❖ Skillful to monitor & motivate the team & workforce to enhance their **efficiencies & assist them to deliver quality services**; good team player with strong research, analytical, problem-solving and communication skills
- ❖ Diversity **evangelist & highly energized professional**; recognized for successfully translating company's vision into **strategies** that consistently exceed organizational targets
- ❖ Monitoring of Daily **Revenue & Conversion of Repair Works to PMS** with regular monitoring of Service Advisor Parameters.
- ❖ SDD, TEA, CEA Analysis & Daily Review to Achieve Client Parameters.

## Timeline



## Core Competencies

Training & Development

Training Needs Assessment

Competency Mapping

Process Excellence

Performance Management

Coaching & Mentoring

MIS Reporting & Documentation

Service Engineering

Inspection & Quality Control

Warranty Claim Analysis

Cross-functional Coordination

## Soft Skills

Competitive

Motivator

Communicator

Analytical

Leader

## Academic Details

- 2007: Finishing School Education at NIT Calicut.
- 2007: B.Tech. (Mechanical) from KMCT College of Engineering, Calicut University
- 2003: Diploma in Automobile Engineering From Govt:Poly Kalamassery
- 1999: 10<sup>th</sup> from Leo XIII HSS Alleppey

## Professional Experience

### Since Dec'19 till Date with SLEEBA & SONS AUTOMOTIVE PVT LTD as SERVICE MANAGER

#### Key Result Areas:

- In charge of Service Workshop Containing 15 Hydraulic lift & 15 Bays with an Average Revenue turnover of 1Cr/Month
- Month & Daily Vehicle Labour Tracking
- Managing retention & productivity enhancement measures for the frontline professionals recruited; establishing & developing competency based learning systems
- Daily Vehicle Labour Tracking
- Daily Vehicle Inflow Monitoring with CRM & CRE's
- Daily Pending RO Review With Key Team Members for better understanding of Pendency Reason & to take corrective action to avoid Further Delay due to Spare Parts
- Creating pre & post training evaluation tools and kits; categorizing potential areas for grooming employees and guiding to develop appropriate modules
- Sustaining the S&S Motors training completion percentage for staff from all departments
- Maintaining training registry, training lunch claim expense reports, training completion status reports and so on; coordinating the Third Party Specialist training sessions on special occasions based on requirements
- Managing training budgets, customizing training programs, and adhering to training best practices
- Daily Vehicle Inflow Tracking with CRM & ICRE's, Conducting Daily Meetings with Advisors

#### Highlights:

- Achieved and exceeded the S&S Motors and the dealership targets for all Parameters from the first year onwards
- Provide technical training (in-house) to technicians
- Prepare technicians for the M&M Annual Skills Test conducted by Mahindra Technical Team at Chennai

### May'15-Nov'16 with ETA STAR MNE CORPORATION, QATAR

#### Key Result Areas:

- Preparation of Monthly & Weekly Progress Schedules.
- Daily Progress Monitoring of the Supervisors, Technical Advisors & Technicians
- Provided solutions to technical issues and directed for technical resolution with the help of hotline assistance and technical service bulletins
- Prepared and forwarded SCR to manufacturer based on the troubles observed in the field
- Identified the complaints on All Personal & Commercial Carrier vehicles that were not solved during Technician/Foreman Inspection

### Dec'13 - Jan'15 with NASS Corporation, Saudi Arabia as Planning Engineer

#### Key Result Areas:

- Strategized the work of Service Advisors, Warranty Clerks, and Service Technicians with Area Manager's coordination; formulated strategic plans to improve workshop income through warranty and insurance claims.
- Created product information reports for NASS warranty approvals and technical information reports for insurance claim approvals as well as for the company's Management's Information.
- Led in-house trainings for service technicians, workshop staff on NASS Corporation and other OEMs announced Service Campaigns
- Fixed technical problems & determined appropriate technical directions with the help of Technical Team from OEM's.
- Contributed in safety campaigns of consumer companies, evaluated workshop tools requirement and increased the used vehicles sales by quality workmanship

#### Highlights:

- Acted as a member of team which introduced new systems and procedures in the workshop
- Managed Service Centre in the absence of the General Manager
- Improved the overall training percentage from 15% to 65% within 6 months of taking charge

## Previous Experience

### Nov'12-Nov'13 with Hilton Hyundai Vehicles & Services Ltd., Trivandrum, Kerala as Service Engineer

(Service Engineer Specialized for Recall Campaign categories within Hyundai Dealership, Technical Diagnosis & Managing Team)

### Mar'09-Jan'11 with NSH Qatar

## IT Skills

- MS Office- Word, Excel & PowerPoint, Project, Primavera, AutoCAD 2007.

## Trainings Attended

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- ▶ Completed Permit to Work Training
- ▶ Completed Defensive Driving Training
- ▶ Repair Order Write-up & Documentation
- ▶ Measurement Fundamentals
- ▶ Service Information
- ▶ Leadership Module 1 – Delivering Exceptional Leadership
- ▶ Leadership Module 2 – Developing a Customer Centered Culture
- ▶ Global Diagnostic System
- ▶ Electrical Systems
- ▶ Completed Confined Space Training
- ▶ Tech 2 Scan Tool Familiarization
- ▶ Building Trust with Service Customers
- ▶ Front Wheel Drive/Rear Wheel Drive Operation, Diagnosis & Service 1,2,3
- ▶ Global Warranty Management Systems
- ▶ Technology & Innovation
- ▶ Advanced Sales & Negotiation Skills
- ▶ New Sales Product Trainings
- ▶ Mahindra XUV700 product Training
- ▶ Mahindra XUV400-EV Training
- ▶ Multiple Diagnostic Interface Familiarization
- ▶ Auto Electrical Training
- ▶ Wheel Alignment
- ▶ Wheel Balancing
- ▶ Completed FSI,PTW, & TSTI Training
- ▶ Work at Height Training

## Personal Details

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Date of Birth:	14 <sup>th</sup> February 1984	Languages Known:	English, Hindi, Malayalam and Tamil
Location:	Trivandrum	Nationality:	Indian
Marital Status:	Married	No. of Dependents:	2
Passport No.:	G9411153	Validity:	22-11-2023
Driving License: GCC Driving License valid till 2020, Indian driving license valid till 2032			