

RAHUL SACHDEV

Raipur (C.G.) | Email: rahulrs.mech@gmail.com | Tel: +91-9522-999992

Objective

A Mechanical professional seeking challenging opportunity to work for a renowned organization to enhance my knowledge, skills and techniques which can benefit the organization.

Highlights

Dealer Management****

Customer Satisfaction Index****

Revenue Generation***

Network Expansion****

Tyre Service***

After Sales Customer Service****

Customer Retention****

Complain Management ****

Training***

Product Monitoring & Performance****

Experience

Current	Area In-charge - Service Honda Motorcycle & Scooter India Pvt Ltd Location Served - Panchkula, Ambala, Yamunanagar, Jagadhari & Kurukshetra Responsibilities <ul style="list-style-type: none">Ensure to achieve service visit target based on HMSI Instruction by monitoring daily vehicle inflow in all dealerships & networks.Planning and implementation of all service activities like Mega Service Camp, Reach Camp, SOW & Petrol pump Activity.To ensure better service quality at workshops by maintaining process & systems as per HMSI SOGs.Manpower management & training at dealership level to enhance their role clarity & improve their work efficiency.Ensure 85% resolution with in stipulated time of HMSI recorded complaints. Additionally, reduce dealer related complaints by educating manpower on customer handing and satisfaction.Ensure to achieve business parameter such as Parts, Accessories, EW & AMC as per HMSI Targets.Improvement of dealership and networks by regular evaluation & monthly reports.Dealership expansion as per the requirement to achieve service visits & B/L efficiency.Planning & establishing new networks and expansion of existing networks.Ensure HTR Flow (Technical Information) from all the dealership.Co-ordinate with technical team on warranty analysis.	From Aug 2016
Previous	Business Consultant - Passenger Vehicle Radial Tyre Apollo Tyres Ltd. (MNC) Location Served – Indore, Bhopal, Jabalpur, Satna, Gwalior, Raipur & Bilaspur Responsibilities <ul style="list-style-type: none">Redressal of customer complaints in stipulated times.Increasing Tubeless Service Point network in the territory.Arrange technical trainings for business partner, technician & OEM workshop personnel on product FAB's, tyre damages & remedies.Performing various activities, Customer Campaigns for market awareness and sales support.Monitoring new product in the field to ensure the quality & performance.Additional responsibility of monitoring newly launched two wheeler tyre performance & quality also sharing competition & market feedback to higher management.Supporting R&D department by following up the performance of competitor and self and providing market information.	Feb 2015 to Aug 2016

Previous	Service Supervisor Shiv Siddhi Automobile Pvt Ltd - Two Wheeler Dealership of Suzuki Motorcycles India Location – Raipur (C.G.)	Oct 2013 to Jan 2015
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Responsibilities

- To coordination with mechanics and spare in charge to complete the work in time and provide excellence service to the customers.
- Effectively liaised with Insurance Company to help the customers in their damage/accidental/warranty claim.
- Building good relation with the customers by informing service schedule and short out their problems regarding service in the given time.
- Increase the inflow of vehicles in workshop by performing various activities & Free Service Camp.

Professional Training

- BE First summer training** of four weeks from Bhilai Steel Plant, Bhilai (C.G.) during 2010-2011.
Nature of Work: Learned the production activities of various shops engaged in manufacturing of Rail Track, Metal Plate, and Metal Wire.
- BE Second summer training** of two weeks from Jaika Automobiles (Tata Motors), Raipur (C.G.) during 2011-2012.
Nature of Work: Learned about the TATA Commercial Vehicle and its components.
- Plant Visit at Apollo Tyres Limda, Vadodara (Gujarat)**
Nature of work: Learned the making of tyre through various process & Testing.

Professional Course

Bachelor of Engineering in Mechanical Branch 1 st Division, 68.8 %, CPI-7.41	2013
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Certification

CAD/CAM in Creo Parametric 1.0 Certification DCS, Raipur (C.G.)	2012
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Academic Credential

Intermediate 1 st Division, 61.6% Chhattisgarh Board of Secondary Education, Raipur (C.G.)	2009
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High School 1 st Division, 63.4% Chhattisgarh Board of Secondary Education, Raipur (C.G.)	2007
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Achievement

- Participated in 55th National school games (Kabaddi) in Korba (2005-06) represent Chhattisgarh.
- Participated in Division Level Cricket in Dhamtari (2006-07) represent Raipur District.
- Participated in Tech-fest (Disha Carnival) and secured Second Position in Slow Bike Race Competition.

Language Known

- Hindi
- English
- German (Beginner)

Personnel particular

Date of Birth:	4 th of August 1991
Permanent Address:	Sindhi Colony, Nawapara Rajim, Raipur (C.G.), PIN-493881
Marital Status:	Single
Passport Detail:	No. K1368249, DOI-10/04/2013, DOE-09/04/2023