

SANGRAM BISWAS

House No-797, First Floor, Sector 45, Gurgaon- 122003, Haryana

Carrier Objective

To have a growth oriented and challenging career, where I can contribute my knowledge and skills to the organization and enhance my experience through continuous learning and teamwork.

Experience

GoMechanic, Gurgaon- Service Advisor & Quality Assurance

August 2019 – Present

- Scheduling appointment with clients as per the vehicle repair required.
- Creating job cards and estimations of the repair.
- Explaining the service required & its importance technically to the clients.
- Providing information in depth to clients about the OES & OEM part options.
- Develop alternate solutions by consulting with mechanics in attempting to keep cost low.
- Managing the workshop & coordinate with the customers.
- Planning & prioritizing the work that needs to be conducted for brisk operation.
- Execution of ongoing work and monitor the progress according to the scheduled time.
- Implementing adequacy of service quality as per the company standards.
- Review implementations and audit workshops to monitor the quality of service followed.
- Analyse audit outcomes to identify the areas for improvement in quality system.
- Perform post-service inspection with customers and answer any questions they may have.
- To make sure that the vehicle gets delivered on specified time.
- Customer satisfaction and Complaint Management.

Boodmo.com, Gurgaon- Technical Department

April 2018 – July 2019

- Cater automotive spare parts to clients as per their requirements
- Process incoming requests of customers by providing the suitable parts.
- Checking the compatibility of the spares according to VIN
- Provide aftermarket/replacement parts for the discontinued spares
- Prepares requisition orders to replenish parts and supplies
- Retrieving parts from the warehouse, if out of stock ordering from suppliers
- Checking records for the availability of stock
- Processing returns and dealing with enquiries and complaints
- To formulate written estimations and quotations to international clients
- Trained the subordinates of the technical department

Automobile Service Centre, Asansol – Apprenticeship

August 2010 – March 2012

- To constitute a checklist of troubleshoots based on customer's concerns.
- To diagnose the mechanical or electrical issues of the dysfunctional parts
- Present estimates to customers including explanation of problems & its procedure
- Perform routine maintenance (replacing fluids, filters, wheel-alignment & balancing)
- Repair or replace worn-out parts aiming to maximize functionality & reliability
- Provide consultation on correct maintenance and preventative measures to clients
- Keeping shop organised, maintaining the tools & supplies ready for use

Trainings and Workshops Undergone:

- Automotive Spare Parts training – boodmo.com
- Computer aided Designing Catia V5
- Servicing of diesel/petrol engine- Volkswagen
- Overhauling of engines- Transvahan

Academic Qualification

Manav Rachna International University, Faridabad - B.Tech in Automobile

July 2015 – Present

- CGPA – 6.2/10

Acharya Institute and Technology, Bengaluru- Diploma in Automobile

May 2012 – April 2015

- Total Percentage – 82% (Passed with Distinction)

D.A.V Public School, CBSC Board, Asansol West Bengal- Class X

Passing Year – 2009

- Total Percentage – 75%

Project

- Designed & Developed 4-wheeled solar car.
- Designed & Developed 3- wheeled race vehicle (Trike).

Achievements

- First Class throughout academic year and passed diploma with distinction.
- Won the best final year project in the department of automobile.
- Got selected for Indo Asian solar car competition and won 4th prize.



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Skills

0% 50% 100%

- Proficiency over spare parts

- Inspection over quality of spare parts

- Assembling/Disassembling of engines

- Operation Management

- Troubleshooting abilities

- Customer Relationship Management

- Automotive maintenance & repair

- Time Management

- Designing (Solid Works, Auto Cad)

- Electronic Parts Catalogue (EPC)


Personal Traits

- Discipline
- Cooperative
- Optimistic
- Leadership
- Goal Oriented
- Honesty and straight forward
- Self-motivated with strong commitment
- Punctual

Personal Dossier

- Date of Birth:- 04/01/1993
- Area of Interest
 - Driving
 - Exploring new places
 - Photography

- Languages known
English



Hindi



Bengali



Marathi

