

## Giri TR

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### Career objective

Having 5 years of experience in Automobile Aftersales environment & very good exposure in the field of Dealer support, Customer Support, Service Engineering, PDI, Diagnostics, and Inventory Management.

### Academic Qualification

Course	University/ Board	Institute	Year of passing	Percentage
B.E- Automobile Engineering	Anna University	GRT Institute of Engineering and Technology, Tiruttani	2015	73%
Higher Secondary	State Board	Sir M.Ct.Muthiah Chettiar Higher Secondary School, Chennai	2011	69%
SSLC	State Board	Government High School Chennai	2009	71%

### Experience

**DESIGNATION:** Operational Executive-Technical (WSM) - April 2021 to Present

**Organization:** Cars24 Pvt Ltd, Chennai.

#### **Roles and Responsibilities:**

- o Responsible to handle assigned workshop and complete the mechanical and body work with TAT & Standard Operating Procedures (SOP)
- o Focus on vehicles inflow and outflow processes
- o To maintain the quality of work with SOP
- o Prepare and review quality documents
- o To arrange the unavailable parts in market, if any
- o To ensure the initial and final quality of the vehicle through Pre-Delivery Inspection(PDI) process
- o To track and monitor the vehicle intake, parts availability, 5s and vehicle delivery
- o To build and maintain good relationship with vendors

- o To get approval for estimation and conversion from central team via mail
- o Software and tools system quality control and testing process
- o To maintain Hazard and risk free management in floor and workshop

**DESIGNATION: Service Engineer (PDI Executive) - Oct 2019 to April 2021**

**Organization:** OLA Fleet Technologies Pvt Ltd. Chennai. Deployed by 2 COMS Consultant Pvt Ltd.

**Roles and Responsibilities:**

- o Responsible for workshop loading and achieving define targets by number of job orders and Service volumes
- o Monitoring workshop (Yard) progress & productivity
- o Customer complaint redressal
- o Responsible for Raise warranty approvals
- o Inventory Management for All Fleet vehicles
- o Preventive maintenance and Breakdown maintenance
- o Preparation of reports like: Field Technical Information Reports (FTIR) for complaint redressal and workshop progress and productivity reports to HO
- o Maintaining 5s at floor

**DESIGNATION: Service Engineer (Customer Service)-Oct '15 to Sep'19**

**Organization:** Zulaikha Motors Pvt Ltd (Mahindra and Mahindra)

**Roles and Responsibilities**

- o DMS follow-up.
- o Maintaining customer relationship.
- o To make a good revenue.
- o Greeting the customer when they arrive at service center.
- o Prepare a product failure issue report.
- o Consulting with mechanics about necessary repairs and possible alternators.
- o Sustained inventory and maintained records of workshop paper work.
- o Answering the calls and respond to customer questions and concerns.
- o Maintaining coordination with Service Advisors and management team.
- o Preparing reports like VDR, TIR, etc.
- o Coordinate with team members to achieve company targets.

**Hardware Proficiency**

- Basic & Advance Course in Mahindra & Mahindra
- Soft Skill Basic & Advance course in Mahindra & Mahindra

**Software Proficiency**

- MS-Office, SAP, DMS, JIRA(Manual Testing), YMS

**Personal Profile**

Date of Birth : 01<sup>th</sup> Feb 1994

Marital status : Unmarried

Languages Known : English, Tamil and Telugu

Father's Name : Ramaswamy T  
Mother's Name : Geetha R  
Permanent Address : No.108, Thai Nagar 1<sup>st</sup> Cross Street,  
Pothur, Redhills,  
Tiruvallur, Chennai-600 052.

**Declaration**

I hereby declare that all the details furnished above are true to the best of my knowledge.

**DATE:**

**PLACE:** Chennai

**Giri TR**