**CURRICULUM VITAE**

**SURESH KUMAR.A**

**5/54 SWAMY SANNATHI STREET**

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**TIRUNELVELI – 627853**

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# Objective

**This endeavor is to associate myself with a progressive organization, which would enable me to upgrade my knowledge and skill in accordance with the contemporary trends and be a lead of a dynamic Together Every Achieve More that guides to the accomplishment of organizational growth and gains satisfaction thereof.**

### Career Exposure:

**Own Two wheeler Spares shop**

Designation : Proprietor

Duration : August 2019 At till date

**M/S Mahindra First Choice Services Ltd (Any car Service) Franchisee**

Designation : Works Manager (Coimbatore, Madurai, Dindigul)

Duration : Mar2014- August 2019

**Job Responsibilities :**

* **Planning of Franchisee’s performance Targets.**
* **Analyzing monthly key permanence indicators (Revenue, productivity, inflow, TAT, OTD , PARTS OFFTAKE, TICKET SIZE , CSI ,PSF etc)**
* **Monitoring Branch Environmental and safety issues.**
* **Making tie-ups to Insurance companies for bodyshop Business development.**
* **Achieving high degree of customer satisfaction levels by franchisee through CSI.**
* **Planning regular training programs for respective departmental personals.**
* **BD planning to franchisee for revenue and inflow.**
* **Budget planning for BD activities.**

**FORCE MOTORS (N.MAHALINGAM & CO TIRUNELVELI)**

Designation : Works Manager

Duration : Feb2012- feb2014

**Job Responsibilities :**

* **Planning, Organizing, lead and controlling operation in service and parts area.**
* **Set and planning process for vehicle labour for service and bodyshop.**
* **Setting of Service performance Targets.**
* **Analyzing monthly key permanence indicators (Productivity, Efficiency, labor utilization, parts sales, inventory control, Accessories, Tyres) etc.**
* **Carryout yearly staff performance appraisal.**
* **Monitoring Branch Environmental and safety issues.**
* **Sharing customer satisfaction information with sales and service personals.**
* **Achieving high degree of customer satisfaction levels.**
* **Planning regular training programs for respective departmental personals.**
* **Achieving high degree of customer satisfaction levels through CSI feedback followup.**
* **Conducting customer handling training for advisors and marketing personals.**

**HONDA MOTORCYLE & SCOOTERS INDIA LTD (SGJ BIKES – TUTICORIN)**

**Designation : Service & Parts Manager**

**Duration : Mar-2009 to feb-2012**

**Job Responsibilities :**

* **Planning, Organizing, lead and controlling operation in service and parts area.**
* **Generating stable profitability for organization.**
* **Setting of Service & parts performance Targets.**
* **Analyzing monthly key permanence indicators (Productivity, Efficiency, labor utilization, parts sales, inventory control) etc.**
* **Setting Marketing strategies to Target New Business through regular meetings.**
* **Carryout yearly staff performance appraisal.**
* **Sharing customer satisfaction information with sales and service personals.**
* **Planning regular training programs for respective departmental personals.**
* **Coordinating with the team members in conducting sales promotional activities, MSV (Mobile Service Camps), Surveyor’s meet, customer meet, other campaign etc.**
* **Attended various training programs and Seminars, Conference, Technical meetings conducted by HMSI and implemented the same at the organization.**

**HERO MOTOCORP LTD (BHARATH MOTORS – MARTHANDAM)**

**Designation : Service & Parts Manager**

**Duration : Jan 2001 to Mar-2009**

**Job Responsibilities :**

* **Planning, Organizing, lead and controlling operation in service and parts area.**
* **Generating stable profitability for organization.**
* **Setting of Service & parts performance Targets.**
* **Analyzing monthly key permanence indicators (Productivity, Efficiency, labor utilization, parts sales, inventory control) etc.**
* **Setting Marketing strategies to Target New Business through regular meetings.**
* **Carryout yearly staff performance appraisal.**
* **Sharing customer satisfaction information with sales and service personals.**
* **Planning regular training programs for respective departmental personals.**
* **Coordinating with the team members in conducting sales promotional activities, MSV (Mobile Service Camps), Surveyor’s meet, customer meet, other campaign etc.**
* **Attended various training programs and Seminars, Conference, Technical meetings conducted by HMCL and implemented the same at the organization.**

**SATHYABAALA AUTO: (HERO MAIN DEALER)**

**Designation : Service Advisor**

**Duration : SEP 1998 to DEC2000**

**Job Responsibilities :**

* **Customer Handling, Job card opening ,Preparing estimation ,Job allocation ,**

**Billing & delivery**

**ARVINTH AUTO: (HERO MAIN DEALER)**

**Designation : SUPERVISOR**

**Duration : SEP 1997 to SEP1998**

**Job Responsibilities :**

* **Customer Handling, Job card opening ,Preparing estimation ,Job allocation ,**

**Billing & delivery**

**RAMT ITI**

**Designation : JTO (Junior Training officer)**

**Duration : AUG 1996 to SEP 1997**

**Job Responsibilities :**

* **Class teacher of MMV Trade , Lab in charge , Internal & External Examiner coordinator**

**TamilNadu State Transport Corporation Ltd, Tenkasi**

**Designation : Technician**

**Duration : April1996 to Aug 1996**

**Job Responsibilities :**

* **Inplant Training**

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **COURSE** | **INSTITUTION** | **YEAR OF PASSING** | **% OF MARKS** |
| **DME** | **MSPVL POLYTECHNIC - PAVOORCHATRAM** | **1996** | **68.5** |
| **SSLC** | **W.T.HR SECONDARY SCHOOL - NALLUR** | **1993** | **76** |

**PROJECT DETAILS:**

**TITLE : Precision Drilling Machine**

**Software Exposure:**

**MS OFFICE, WINDOWS, DMS, SAP SOFTWARES**

**REWARDS & RECOGNITIONS:**

* **BEST SERVICE DEALER AWRD FROM HMCL 2003.**
* **BEST SERVICE ACTIVITIES AWRD HMSI 2010**
* **BEST EMPLOYEE AWRD FROM SATHYABAALA AUTO 1999**
* **Got promoted as Supervisor at Bharath Motors, Marthandam within a short span of 5 months from date of joining.**

**Personal Profile:**

**Name: SURESH KUMAR.A**

**Date of Birth: 30.04.1978**

**Father’s name: V.ARUMUGAM**

**Sex: Male**

**Marital Status: MARRIED**

**Languages Known: TAMIL, ENGLISH, MALAYALAM (SPEAK)**

**Nationality: Indian**

Declaration

**I do hereby declare that all the particulars mentioned above are true to the best of my knowledge and belief and that at all times.**

**DATE :**

**PLACE : TIRUNELVELI**

**SURESH KUMAR.A**