



VISHNU RAJ T.S

Service Advisor

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vishnurajnr2@gmail.com

Result-oriented Professional in pursuit of challenging and enriching assignments in Technical and Customer Oriented/Sales & Marketing/ Business Development with an organization of high repute

PROFILE SUMMARY

Driven Service Advisor willing to drive customer service to positive heights. A responsible professional proudly promoting a wide-ranging skill set, including technically. Pursuing a position with a company in the Automobile vertical market. Confident and highly organized individual with more than 9 years working as a Service Advisor in the Automobile sector. Experienced in Dealer Management System in Maruti Suzuki. Point of sale (Autoline in Nissan authorized dealer), Excel spreadsheet monthly or quarter year business report. M/S Office capable of multitasking and ready for a new and exciting challenge. Smart Service Advisor known for being a valued team player and a dedicated employee. Promoting skills in Technical and Customer Service. Looking for a new position where a career spanning 6 years and 7 months can be utilized to help an organization be an even bigger success.

WORK EXPERIENCE

Presently Working in Nissan Service Division(YK Almoayyed & Sons. BSc(C) Bahrain Since July-2016(3years)



SERVICE ADVISOR

- Handling all customer relations issues in a gracious manner and in accordance with company policies.
- Prepares repair orders (R O) by describing symptoms, problems, and causes discovered, as well as repairs and service requires
- Liaised with customers, management and sales team to meet customer needs.
- Alerted customers to upcoming sales events and promotions.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Communicated clear expectations and goals to each team member.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Educated customers about the brand to incite excitement about the company's mission and values.
- Answered customer telephone calls promptly and in an appropriate manner.
- Suggested add-on services that would be helpful to customers and improve the bottom line.



SERVICE ADVISOR

- Handled customer issues with confidence.
- Suggested add-on services that would be helpful to customers and improve the bottom line.
- Escalated incidents to the next level to remain compliant with the company's standards and procedures.
- Answered customer questions about services and explained the charges that were involved.

CERTIFICATIONS

- Basic Training (conducted by MARUTI SUZUKI INDIA Ltd)
- Advance Training-Service Advisor (conducted by MARUTI SUZUKI INDIA Ltd)
- Soft Skill-Service Advisor level-1 & level2 (conducted by MARUTI SUZUKI INDIA Ltd)
- Special Diagnostic (conducted by MARUTI SUZUKI INDIA Ltd)

SKILLS

- Knowledgeable in Automobile
- Customer service
- Telemarketing expertise
- VA S selling ability
- Client rapport
- Payment processing
- Technical support
- Team building expertise
- Active listening skills
- Positive and friendly
- Time Management & Organizing customer activities

COMPUTER SKILLS

- MS Office
- Excel Spreadsheet
- Dealer Management System (Maruti Suzuki)
- Point of sale (Autoline- Nissan Dealer, Bahrain)

ACADEMIC DETAILS

- ***Institute of Specialized Engineering & Technology(ISET)***
KERALA, INDIA.
DIPLOMA-AUTOMOBILE ENGG (2007-2010)
- **KOVAI CNC CENTRE**
Advanced CNC Programming & Operations (14.06.2010-14.07.2010)
Gandhipuram, Coimbatore-18.

DRIVING LICENSE

- **Valid Indian Driving License (2-Wheeler/Light Vehicle)**

PERSONAL DETAILS

Date of Birth	:	07-11-1989
Languages Known	:	English, Malayalam, and Hindi (Read, Write and Speak) Arabic, Tamil (Speak only)
Residential Address	:	Valiyaparambil House Erumakuzhy, Panayil PO Nooranad, Alappuzha Kerala -690504

PASSPORT DETAILS

Passport Number	:	U6360625
Place of Issue	:	Cochin
Date of Expire	:	22/12/2029
Visa Status	:	
Visa Validity	:	

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place: DUBAI

Date:

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