

KARTHIK SHETTY

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Objective: To be placed in a company in which I can use my technical skills and leadership qualities to the upliftment of the company and personal growth.

EXPERIENCE

MARCH 2019 – JANUVERY 2020

IFFCO-TOKIO GENERAL INSURANCE COMPANY LIMITED

DESIGNATION- **SURVEY ENGINEER-MOTOR CLAIMS (GRADE-1)**

Investigate and Assess: The car insurance surveyor investigates to assess and verify the damages and tries to quantify the loss that has occurred. The losses may have also been sustained by a third party, apart from the insured.

Conflict of interest: If the surveyor is in any way related to the incidence or the insured, they must declare it to the insurer prior to the assessment.

Neutrality and Confidentiality: The surveyor must remain neutral in all cases and ensure to secure interest of both the parties and should not endanger the responsibility of the insurance company and interest of the insured.

Thoroughness: The surveyor must do a thorough job and personally conduct the spot survey. After careful consideration of the causes of the incidence and the circumstances at which the incidence occurred.

Provide immediate financial relief to the insured: Surveyor may recommend on Account payment up to 75%, wherever admission of liability is clearly established, to provide immediate financial relief to the insured.

Point out discrepancy: The surveyor must point out discrepancy or ambiguities in the verbiage of the policy that he or she comes across.

Suggest the Depreciation: The surveyor needs to determine the appropriate depreciation percentage and suggest the same in the report.

Maintain timelines: The surveyor needs to be appointed within 72 hours from the initiation of the claim. He must submit their report to the insurer and a copy to the insured, within 30 days of appointment.

SEPTEMBER 2016 – MARCH 2019

TRIDENT AUTOMOBILES PRIVATE LIMITED

DESIGNATION- **SERVICE ADVISOR**

Greet customers and offer excellent customer service from intake to release of their vehicles.

Translate customer-reported problems to actionable work orders for technicians to complete and consulting with mechanics regarding necessary repairs.

Using your knowledge of our products and services to sell or provide in-depth information about available parts and service options to customers.

Answering questions about service outcomes and scheduling and booking appointments, vehicle drop-off, and vehicle pick-up.

Providing customers with information and advice on warranty protections, potential cost savings, and the advantages of trading in versus fixing their car.

Ensure that automotive work provided to customers meets company quality standards

Managing and overseeing the dealership's workflow and schedule.

Order necessary parts from suppliers and double-check that they are delivered to technicians.

Explaining the procedure of insurance claim to the customer and collecting all required documents.

Preparing estimation, coordinating with insurance company and arranging for the survey.

Calling customers to advise them about service changes or car pick-up times.

Maintaining positive customer relationships to ensure repeat business.

Ensuring all details on services rendered and costs are related to customers and processing their payments.

Liaising with service technicians about parts ordering and ensuring parts are available when needed.

Achieving monthly targets on date, attending daily meetings and trainings.

JUNE 2016 – AUGUST 2016

TAFE -TRACTORS AND FARM EQUIPMENT LIMITED

DESIGNATION- ASSEMBLER

Receiving raw materials and components, assembling different components per specifications, and following instructions efficiently.

Performing paperwork and data entry tasks, recommending improvements to the processes.

Producing and assembling parts for the assembly line fabricated parts using hand tools where necessary set up and operated tools and robotic equipment.

Understanding procedures and diagrams to be able to assemble the product. Using microscope, measuring tools, mechanical press tools, to assemble products into correct specifications. Working in conjunction with quality control maintenance, engineers when breakdowns occurred in assembly. And also following 5s rules.

EDUCATION

DIPLOMA, SHREE NIRANJANA SWAMY POLYTECHNIC SUNKADAKATTE

With an aggregate **77.49%** in the year 2016.

CLASS XII, GOVT. PRE UNIVERSITY COLLEGE BENJANPADAVU MANGLORE D.K

With an aggregate **57.66%** in the year 2013.

CLASS X, GOVT. PRE UNIVERSITY COLLEGE BENJANPADAVU MANGLORE D.K

With an aggregate **73.92%** in the year 2011.

SOFT SKILLS

- Comprehensive problem solving abilities
- Excellent verbal and communication skills
- Able to work independently as a part of team
- Dedicated personality with team work skills
- Self-motivated and dedicated

I.T SKILLS

- Auto CAD
- Solid Edge
- Pro-E
- Microsoft Office (Word, Excel, Power Point)

CERTIFICATES

- Motor Claims Beginners Training for In-House Surveyors 13th JUNE-2019.
- Technical training for Service Advisors 9th JULY-2018.

PROJECT

Sensor Based Electrical System of four wheeler vehicles: This project deals with the different aspects of automobile electrical system design in such a way that starting from the stage of introduction of a new vehicle under design and development to defining all the constituent units and networking through data buses and engineering of the wiring on the vehicle are outlined.

LANGUAGES KNOWN

- English (Read, Write and Speak)
- Hindi (Read, Write and Speak)
- Kannada (Read, Write and Speak)
- Tulu (Speak)
- Telugu (Speak)
- Tamil (Speak)
- Malayalam (Speak)

PERSONAL DETAILS

D.O.B: 17/10/1995

Nationality: Indian

Address: S/O Jagadeesh Shetty, Kalai, Devasya House, Amunje Post & Village, Bantwal TQ, DK. Pin-574219.

Passport No: N5143759 (Expire Date-10/12/25)
Currently on visiting visa (08/02/2021 to 08/05/2021).