

SOORAJ S R

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SUMMARY

Computer science graduate with flair for working in the IT computer applications domain. Currently in search for a job that matches my educational background and also provides an opportunity to develop my skills. Meanwhile, I have been working in the Automotive Marketing and Service domain, which has promoted my interactive and supervisory skills. My dedication and sincerity to work has earned me a good reputation with my employers.

EDUCATION

COLLEGE OF APPLIED SCIENCE, ADOOR, KERALA
BSC in Computer Science

August 2013 – May 2016

- ❖ Game development – snake & ladder, using Asp.net

SKILLS

- ❖ Expertise in Microsoft Office, with a focus on Excel
- ❖ Familiar with Windows XP/7/8 operating systems
- ❖ Working knowledge of Suzuki's centralized Dealer Management System
- ❖ Working knowledge of Honda's centralized Dealer Management System

PROFESSIONAL EXPERIENCE

VAHINI HONDA, PALLIMUKKU, KOLLAM, KERALA
(Authorized dealer cum service provider for Honda Motorbikes)

January - February 2021

Customer Relation Manager

- ❖ Monitoring Customer Relation Executives (CRE)
- ❖ Supervised service advisors
- ❖ Imparted training to newly joined service advisors and CREs
- ❖ Ensured satisfactory resolution for Honda Motorcycle & Scooter India (HMSI) customer complaints
- ❖ Enhanced the volume of vehicles serviced

RJ SUZUKI, KARUNAGAPPALY, KOLLAM, KERALA
(Authorized dealer cum service provider for Suzuki Motorbikes)

May 2019 - July 2020

Works Manager

- ❖ Supervised service technicians
- ❖ Intimate & liaison with insurance agencies to finalize vehicle accident insurance claims
- ❖ Generate cost estimate to claim vehicle accident insurance
- ❖ Handled billing on Suzuki's centralized billing software

- ❖ Controlled spare parts inventory
- ❖ Evaluate & ensure service performed by technician are concurrent with the customer requirements and meets time schedule
- ❖ Interacted with customers to understand service requirements
- ❖ Logging customer complaints and service requirements

NANDHIL HONDA, PUNALUR, KOLLAM, KERALA
(Authorized dealer cum service provider for Honda Motorbikes)

October 2018 - January 2019

Works Manager

- ❖ Supervised the workshop & workshop staff

PANACHAMOOTIL HONDA, BHARANIKAVU, KOLLAM, KERALA
(Authorized dealer cum service provider for Honda Motorbikes)

October 2016 - September 2018

Floor supervisor Cum Service Advisor

- ❖ Supervising service technicians
- ❖ Generate cost estimate to claim vehicle accident insurance
- ❖ Evaluate & ensure service done by technician are concurrent with the customer requirements and meets time schedule
- ❖ Customer interaction to understand service requirements
- ❖ Logging customer complaints and service requirements

AKZONOBEL INDIA LTD., TRIVANDRUM, KERALA
(Authorized dealer for Dulux paints across South India)

June 2016 - September 2016

Customer Relation Officer

- ❖ Interacting with customer to identify the quantity & type of product
- ❖ Logging sales data on the centralized sales system
- ❖ Evaluating offers and sales schemes for customer as per the product quantity purchased
- ❖ Job involved 90% travel to customer sites

PERSONAL PROFILE

Father's Name : Mr. G Sukumarapillai
 Mother's Name : Mrs. Remadevi V A
 Date of Birth : 26th July 1995
 Gender/ Marital Status : Male/ Single
 Marital Status : Single
 Languages Known : English, Malayalam, Tamil & Hindi
 Passport Number : V1921604 (Normal)
 Nationality : Indian
 Visa Status : UAE Visit Visa

DECLARATION

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

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