

## IMRAN SHAIKH

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### SUMMARY

- Service Manager with 11+ years of overall experience in Automotive Industry. Core competencies include quality control, and employee motivation as well as excellent communication and time management skills. Handles tasks with accuracy and efficiency. Areas of expertise include Management, Achievement, and Decision making.

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### ACADEMICS

- B.E. Automobile from ABHINAV COLLEGE OF ENG. and POLYTECHNIC, Mumbai, India

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### WORK EXPERIENCES

#### **My Car (Pune) Pvt Ltd. MSIL (Maruti Suzuki India Ltd.)**

Works Manager  
January 2020 – Jan 2023

#### **Roles and Responsibility:**

- Planning, organizing, leading and controlling total service management operations.
- Ensure all customers vehicles are completed for delivery at the time promised.
- Set and monitoring service performance targets of Workshop.
- Monitoring customer satisfaction reports and trends.
- Sharing Customer satisfaction information with service personnel for countermeasure planning and monitoring.
- Work with the Parts Manager to ensure a timely turnaround of parts needed for internal jobs.
- Conducting weekly and monthly meetings for analysis of key performance indicators (productivity, efficiency, labour earnings, parts consumed in workshop, etc.) and expenses.
- Providing Monthly performance results to the CEO.
- Monitoring complaint resolutions and analyze complaints generation, countermeasure for improvement.
- Submit timely and accurate warranty claims inline with the warranty policies and procedures.
- Promote customer satisfaction by planning effective appointment system and service reminder systems.
- Ensure Maruti Suzuki infrastructure standards are maintained, policies and procedure are followed.
- Organize camps/customer meets to enhanced customer satisfaction.
- Training of the workshop staff as per requirement.

## **Wasan Toyota**

### **Toyota**

Service Manager

July 2017 – Dec 2019

#### **Roles and Responsibility:**

- Handling the Front Office staff for providing Quick and Quality customer Service.
- Maintaining the Toyota KPI such as Pendency, Zero Customer VOC, EM 60 mins and Workshop Productivity on daily basis to achieve monthly KPI Targets of Toyota.
- Planning, organizing, leading and controlling total service management operations.
- Conducting weekly and monthly meetings for analysis of key performance indicators (productivity, efficiency, labour earnings, parts consumed in workshop, etc.) and expenses.
- Work with the Parts Manager to ensure a timely turnaround of parts needed for internal jobs
- Providing Monthly performance results to the General Manager.
- Monitor and submit all warranty claims and initiated processes according to requirement.
- Ensure the Business Targets is achieved set by management.
- Training of the workshop staff as per requirement.
- Monitoring customer satisfaction reports and trends

## **SK Wheels Pvt. Ltd.**

### **MSIL (Maruti Suzuki India Ltd.)**

Asst. Works Manager

Sep 2014 – June 2017

#### **Roles and Responsibility:**

- Ensure all customers vehicle are completed for delivery at the promised.
- Analyze repeat jobs and implement countermeasures for improvement.
- Daily reporting of delays in workshop productivity enhancement.
- Reduce the vehicle carry over to increase workshop efficiency.
- Monitor job quality through Q.C inspections, reports and complaints (PSFU)
- Ensure Maruti Suzuki infrastructure standards are maintained, policies and procedure are followed.
- Maintain storage, forwarding and disposal of replaced warranty parts as per warranty guidelines.
- Actively follow-up on Recall Campaign as instructed by MSIL.
- Set and monitoring service performance targets of Workshop.
- Ensure feedback from customer through cards and actions on dissatisfied customers.

## **Wasan Toyota**

### **Toyota**

Asst. Service Manager

Oct 2009 – July 2014

#### **Roles and Responsibility:**

- Handling the Front Office staff for providing **Quick and Quality** customer Service.
- Maintaining the **Toyota KPI** such as Pendency, Zero Customer VOC, EM 60 mins and Workshop Productivity on daily basis to achieve monthly KPI Targets of Toyota.

- Reduce the vehicle carry over to increase workshop efficiency.
- Ensure all customers vehicle are completed for delivery at the promised.
- Monitoring customer satisfaction reports and trends.
- Dealing with customers for servicing and repairing the cars.
- Resolving the concern faced by the customer to their satisfaction.

## **Wasan Ford**

Service Advisor  
Dec 2004 – Sep 2009

### **Roles and Responsibility:**

- Dealing with customers for servicing and repairing the cars.
- Resolving the concern faced by the customer to their satisfaction.
- Provide clear cost estimates and keep customers inform of work progress.
- Ensure timely delivery of the customer vehicle.
- Confer with customer to obtain descriptions of vehicle problems and discuss work to be performed on the vehicle.
- Documented all work performed on vehicle and repair or maintenance work done on it.
- Inspect vehicles and ensured satisfaction of all customer needs.
- Manage vehicle service requests and inspected vehicle before delivery to ensure completion of same.
- Ensure customer satisfaction at all times and performed regular surveys for same.
- Ensure clear and precise service invoices that shows parts, labour and lubricant charges
- Maintain good relations with customers.

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### **TRAININGS**

- Attended the Works Manager Training at Maruti Suzuki India Ltd. Gurgaon.
- Attended the new product training of Toyota Hybrid Vehicle Prius and L.C Prado at TKM Training Centre, Bangalore.
- Attended the new product training of Ford Fiesta at FORD INDIA LTD, Chennai.
- Attended the Technical service advisor training at Talera Ford, Pune.
- Attended the new product training of Ford Endeavour at FORD INDIA LTD, Chennai.

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### **ACHIEVEMENT**

- Awarded Runner Up for the best Service Advisor for the NATIONAL REGION in Dec 2007

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## PERSONAL INFORMATION

- Gender : Male
- Date of Birth : 7th April 1982
- Nationality : Indian
- Marital Status : Married
- Languages Known : English, Hindi, Urdu