

# JOYDEB DAS



## CONTACT



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State: West Bengal. City: Kolkata  
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## PERSONAL INFO

Date of Birth: 02/01/1978  
Passport: 5490993(ECNR)  
Skype: 79688

## PASSPORT INFO

Date of Issue: 13/01/2015  
Date of Valid: 12/01/2025  
Passport No: M5490993  
Issued By: INDIA  
Passport Status: ECNR

## LANGUAGES

Hindi   
English

## SERVICE MANAGER



### EXPERIENCE

#### SERVICE MANAGER

VIBRANT MOTORS PVT LTD RENAULT

FEB 2018 TO PRESENT

- STRONG ANALYTICAL SKILL BASED ON OEM INDUSTRY NORMS & POLICY.
- STRONG ORGANIZATION SKILL OF FIVE REPUTAED CONCERN THERE POLICY & BUSINESS NORMS.
- TARGETS ORIENTATION SKILL BASED ON OEM & EMPLOYER POLICY & NORMS REGARDING WARRANTY, CSI CONCERN STOCK MANAGEMENT, VENDOR LAISON, AND RECORDKEEPING.
- STRONG TRAINING DEVELOPMENT PROGRAMME BASED ON UPDATED EMPLOYEE RETENTION CONTINUE AS GET SUPPORT BY OEM STANDARD NORMS & IMPLIMENTED APPRISAL PERFORMANCE CONTINUE TO CREATE OWNERSHIP SERVICE & ENCOURAGED TO THE EMPLOYEE AS BEST AWARDED.
- STRONG SKILL ABOUT PROMOTIONAL SERVICE ACTIVITIES, RETAIL SALES, REFERRAL PROGRAMME AS BASED ON TARGETS FULFILL BY OEM & EMPLOYER. & BEST RETENTION ON C@RE 2.0 AUDIT & ACCHIVER BEST EVER SCORE Q3 CONTINUE
- STRONG SKILL COMPLIANCE LIKE SAFTY AWARENESS, MACHINERY & TOOLS, EMPLOYEE ENGAGEMENT FOARM, PREVENTIVE MAINTANCE, AUDIT REPORT SUBMISSION TO HIGHER AUTHORITY, ADMINISTRATIVE SUPPORT.
- STRONG SUPPORT TO TECHNICAL ISSUE & DIFFICULT CLIENT FACING ISSUES.
- STRONG ANALYTICAL SKILL OF MOTOR INSURANCE CLAIMS ISSUE WITH SUBMISSION, LABOUR SETTLEMENT, ESTIMATE SUBMISSION, TOTAL LOSS CALCULATION FOR NORMAL OR ADD-ON POLICY NORMS & STANDARD NORMS.
- WELL KNOWLEDGE ABOUT PART MANAGEMENT SYSTEM ABOUT CALCULATION NON-MOVING OR STOCK ORDER PROCESS & CLAIM PROCESS OF ANY DAMAGED PART THROUGH SYSTEM PROCESS LIKE MOBIS & RENAULT PART, SKILL OF SALES TARGET & INCREASING COUNTER SALES THROUGH DIFFERENT PROMOTIONAL ACTIVITIES AS GET SUPPORT BY MOBIS & DMS, DIALOGY PROCESS.

#### FLOOR INCHARGE

FROSTEE'S EXPORT (INDIA) PVT LTD

JAN 2013 TO APRIL 2014

- GOOD UNDERSTANDING COMPANY PROCEDURE FOR SUPPORT TO SENIOR THERE POSITIVE ATTITUDE.
- INCREASING BUSINESS ACCURECY AS PER TARGET ORIENTED & WILL PLANED AS TEAMS GROOMING WHENEVER REQUIRED.
- IMPLIMENTED EMPLOYEE ENGAGEMENT FORAM AS INCREASED RENTENTION TO CREATE OWNERSHIP SERVICE CONTINUES TO ENCOURAGED FOR AWARDED.
- WARRANTY COMPLIANCE & PROMOTIONAL ACTIVITIES TO GET STRONG SUPPORT TO CO-EMPLOYEE & LAYOUT WASTE MATERIAL PROPER ALIGNED.

#### SERVICE ADVISOR

FROSTEE'S EXPORT (INDIA) PVT. LTD

APRIL 2007 TO JAN 2013

- TAKE A POSITIVE ATTITUDE TO MAINTAINED HIGHLY PREMIUM EXCELENCE SERVICE THROUGH HMIL SIX SIGMA STEP & HONDA DELIGHTED PROGRAMME BASED ON.
- IMMEDIATE TO RELOCATE CUSTOMER CONCERN AS HIGHLY SKILLED ORIENTATION PROGRAMME THROUGH AS SOP BASED ON.
- DIRECTED CONTACTED TO TEAM MEMBER TO RELOCATE ACTUAL CONCERN & SHARED ANY TECHNICAL UPDATIONED.
- DIRECTLY INTERACTION TO FI/SM/CRM TO PROVIDED PREMIUM SERVICED TO CUSTOMER EXCELLENCE RATIO.
- DIRECTLY INTERACTION TO FI/SM TO PROCURE BUSINESS TURNOVER AS PER STANDARD NORMS.
- TECHNICAL BUILDUP & PERSONAL INTERACTION THROUGH TRAINED INHOUSE PROGRAMME THERE POSITIVE GROOMING, GASTURE & PORSTURE.
- ALWAYS POSITIVE ATTITUDE TO PROVIDE PREMIUM ORIENTED EXCELENCE SERVICE TO THE CUSTOMER & KEEP BRAND IMAGE OF LOYALTY TO CONTINUE ESTEEM ORGANISATION.

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## EXPERIENCE

### AUTOMOBILE TEAMLEADER/ MECHANIC FROSTESS EXPORT (INDIA) PVT LTD

NOV 2004 TO APRIL 2007

- SUPERVISE FOUR FULL TIME T/L& SIX FULL TIME MECHANIC & TWO APPRENTICES IN TROUBLESHOOTING, DIAGNOSTIC & REPAIRED A WIDE RANGED OF VEHICLES MAKES & MODEL.
- MANAGED DAY-TO-DAY SCHEDULE & OPERATION OF REPAIRED SHOP.
- MAINTAINING STRONG FOCUS ON QUALITY WORKMANSHIP & CUSTOMER SERVICE. WARRANTY DOCUMENTATION & ENSURE PROPER MAINTAINANCE OF TOOLS & EQUIPMENT.
- MEET FACE TO FACE WITH CUSTOMER TO PROVIDE ESTIMATE AND EXPLAINED REPAIRS.

### AUTOMOTIVE TECHNICIAN MANOCO SALES PVT LTD

2003 TO 2004

- CONDUCTED AUTOMOTIVE INSPECTION AS HIGHLY SKILLED & QUALITY DRIVEN MECHANIC ENTRUSTED WITH RESPONSIBILITY, OFTEN SUPERVISING OTHER MECHANICS. RECOGNIZED BY MANAGEMENT FOR EXPERTISE & ROUTINELY CALLED UPON FOR RECOMMENDATION PROVIDED VALUABLE GUIDANCE THAT TO AVOIDANCE OF LOST TIME & DAMAGED PART.

### K.B. MOTORS PVT. LTD TATA MOTORS LTD

2000 TO 2003

- SPECIALIZED IN REPAIRED OF AUTOMOBILE ADVANCE TECHNOLOGY LIKE TRANSMISSION (MANUAL/AUTO), SUSPENSION, ENGINE MPFI/CRDI & OTHER ADVANCE TECHNOLOGY LIKE SRS, ABS, FATC, IMMOBILIZER, BCM & ALL DIAGNOSTIC TOOLS USES BY REPAIR & REALIGNMENT & REPLACEMENT OF BRAKE SYSTEM. ASSISTED LEAD MECHANICS WITH DIAGNOSIS & REPAIRED OF ALL UNITS & SYSTEM.



## EDUCATION & QUALIFICATION

### GRADUATE IN COMMERCE KOLKATA UNIVERSITY

1996 TO 1998

### DIPLOMA IN AUTOMOBILE FROM CHENNAI MOTOR TRAINING INSTITUTE TAMIL NARU

1998 TO 2001

### COMPUTER SAP & OFFICE PACKAGE BRAINWARE INSTITUTE

2003 TO 2013



## AWARD & REWARD

### BEST AWARDED PERFORMANCE BASED ON ZONAL 3RD POSITION ACCHIVED HYUNDAI

2006

### BEST SERVICE EXCELLENCE AWARDED ACCHIVED HYUNDAI

2013

### BEST AWARD ACCHIVED THROUGH HYUNDAI CERTIFIED ALL LEVELS OF TECHNICIAN FOR ELECTRICAL, CHASIS, MECHANICAL HYUNDAI

2004 TO  
2007

### BEST AWARDED FOR EXCELLENT PERFORMANCE IN SAP-1 & SUCCEFULLY PERFORMANCE IN SAP-2 TRAINING HYUNDAI

2008 TO  
2013

### BEST PERFORMANCE AWARDED TATA MOTORS

2003