



## REJOICE BABU

### OBJECTIVE

I seek challenging opportunities where I can fully use my skills for the success of the organization.

### EXPERIENCE

#### ◦ ARUN MOTOR WORKS

*Feb- 2020 - Till now*

SERVICE ADVISOR

**MULTI BRAND WORKSHOP**

- Greet customers and offer excellent customer service from intake to release of their vehicles
- Determine and diagnose car issues based on customer description and vehicle condition
- Translate customer-reported problems to actionable work orders for technicians to complete
- Order necessary parts from suppliers and double-check that they are delivered to technicians
- Ensure that automotive work provided to customers meets company quality standards
- Invoice and collect payment from customers for services rendered
- Handle and resolve customer complaints regarding services
- Maintain customer records and enter data into computer databases

### CONTACT

@ rejoautomob777@gmail.com

+971 525225796

Al Farhan Exchange Building, Near Rak Bank, Al Qusais Industrial Area 1, Damascus 3

### SKILLS

- Skill to run or Manage a Service centre or Workshop single handedly with a great professionalism.
- Inputting, recording, transcribing and updating data using electronic or manual information systems.
- Excellent computer skills.
- Information analysing skills to examine and determine data or facts for appropriate action.
- Excellent Planning and scheduling the activities to be happen for complete within budget and on time.
- Recruit and hire the talented personal to Acheive the organisational mission.
- Excellent People Management skills.
- Excellent Price estimating skills and convincing skills to support customer and for the business gains.
- Excellent communication skills to share information, advice and influence.
- Knowledge and skills to Ensure the safety and security needs of company and individuals with organisational standards and as per the rule.

### LANGUAGE

- English
- Malayalam
- Tamil

o **BUSPARTS**

Sep- 2017 - Oct- 2019

SERVICE MANAGER

**VOLVO BUSES AND TRUCK SERVICE AND SPARE CENTRE**

- o Responsible for contributing, developing and implementation of the service strategy.
- o Responsible for managing a dedicated group of Service Engineers or technicians.
- o Work closely with sales to provide pre/post sales support by identifying customer pain points and delivering solutions to address.
- o Regular participation in Project Meetings, and other planning meetings Develop and maintain a skills + performance matrix for all service engineers or Technicians.
- o Develop training plans and personnel development plans with all team members to provide opportunities for development and to increase knowledge depth within the team.
- o Conduct regular reviews with the team to ensure effective communication and an agile approach in addressing individual or business issues.
- o Prepares and administers an annual operating budget.
- o Directs and schedules the work of all employees.
- o Establishes and maintains good working relationships with insurance adjusters.
- o Implements aggressive marketing plan to increase business.
- o Monitors technicians& daily productivity reports and corresponding payroll records.
- o Gives fair estimates on costs and time required for the repair.
- o Follows up on parts department orders to ensure parts availability.
- o Monitors progress and completion of vehicles in the service centre, ensuring that proper repair and safety procedures are followed.
- o Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.
- o Checks quality of completed work.
- o Handles customer complaints immediately and according to dealership's guidelines.
- o Ensures that proper safety equipment is available and being used properly.
- o Keeps abreast of new equipment and tools available and recommends purchases.
- o Ensures that the work areas and customer waiting area are kept clean.

o Kannada

o Hindi

**PERSONAL DETAILS**

- o Date of Birth : 21-11-1992
- o Marital Status : Married
- o Nationality : Indian

- **VISTA DRIVELINE MOTORS PVT. LTD**

*July- 2016 - July- 2017*

ASSISTANT PARTS OFFICER

***AUTHORISED VOLVO BUSSES AND TRUCKS DEALERS***

- Proactively selling parts and promotion to customers.
- Receiving deliveries mark off and store parts in stock room according to prearranged systems.
- Locate and label parts and maintain inventory of stock.
- Regular inventory stock counts.
- Consistently maintain a good standard of housekeeping in the parts department.
- Produce parts quotation for internal/external customers.
- Provide service technician with parts required.
- Control showrooms inventory to ensure maximum sales and customers satisfaction.
- Meet consumable requirement as per the workshop requirement.
- Raising purchase order to supplier and ensure the timing receipt.
- Make sure the spare received are genuine and with good condition.
- Raise the discrepancy and receive credit note or a genuine solution while receiving a damaged or wrong spare.
- Meet customer's requirements and complete with customers satisfaction.
- Perform other task as required by the parts manager.

- **ARUN MOTOR WORKS**

*May-2015 - Jun-2016*

PARTS IN-CHARGE

***MULTI BRAND WORKSHOP***

- **VISTA DRIVELINE MOTORS PVT. LTD**

*Aug- 2012 - Feb- 2013*

Trainee Technician

***AUTHORISED VOLVO BUSSES AND TRUCKS DEALERS***

## EDUCATION

- **Kerala University**

*2010*

Higher secondary (Bio Maths)

56

- **NCVT**

*2012*

ITI ( Automobile )

88

- **VTU**

*2015*

BE. Automobile