

Kevin Merwin Vas

Service Advisor



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CORE COMPETENCIES

- Quality Control Management
- Quality Management System
- Quality Control Inspection
- Client Management
- Quality Audit
- Customer Relationship Management
- Inspection Test Planning

KEY SKILLS

- Strong customer Service
- Good Communication
- Detail Oriented & Resourceful
- Organization Skills
- Computer Knowledge
- Good Leadership Quality
- Quick Learner
- Decision Making
- Time Management

IT PROFICIENCIES

- MS Excel, MS Word,
MS PowerPoint, Outlook,
Auto CAD, Solid Edge etc

PERSONAL DOSSIER

Date of Birth : 07/10/1995
Languages : English, Hindi, Kannada,
Tamil, Tulu & Konkani
Marital Status : Unmarried
Native : Mangalore

SCHOLASTICS

- Diploma in Automobile Engineering
- Prasanna Polytechnic 65%
- BE in Automobile Engineering (VTU)
- Srinivas Institute of Technology 8.13(CGPA)

OBJECTIVE : Outgoing automotive Service Advisor with 1.5 years of parts & service experience. Friendly & resourceful with strong listening skills & the ability to ask the Right question to assist technicians with diagnosis. Effectively builds loyal & long-term relationships with customers.

ACHIEVEMENTS :

- The Final Year Project **TILTING TRIKE BIKE** has won 3rd Place.
- Published paper on **TILTING TRIKE BIKE**.
- Mini Project **HYDRAULICALLY OPERATED BICYCLE** has won 1st Place.
- Awarded **BEST PERFORMER** of Academics for the year 2016-2017.

TRAINING AND INTERNSHIP

- Internship at **KSRTC & MAHINDRA MOTORS** Mangalore, Where I have learned about automobile service & maintenance.
- Internship at **KIOCL Ltd.** Where I have learned about production of Iron pellets by using various metallurgical as well as mechanical processes.
- Training program on **HYDRAULICS & PNEUMATICS** at Bosh Rexroth of competence in automation & technology Mysore.
- Workshop on **NON DESTRUCTIVE TESTING** in V&G Industrial testing laboratories.
- Industrial Visit to **BEML** Construction of heavy mining earth moving.
- Workshop on **LATEST TRENDS** in Automobile Engineering.
- Worked as a trainee technician in Trident Trucking **BHARATH BENZ** Mulky.

EXPERIENCE

- Sep'19 - Jan'21 Volkswagen , Bharath Vehicle Works Pvt. Ltd | Mangalore, Karnataka**
- Designation :** Service Advisor and supervisor
- Preparing daily work orders for customers service appointments.
 - Moving customers vehicles to the location within the shop for repairs & routine maintenance on vehicles.
 - Maintaining accurate & detailed documentation for customers current & future repairs.
 - Direct selling of products for customers to meet set goals for the month, up sells include (Tires, batteries, wiper blades, cabin air filters & future repair to the customers vehicles).
 - Responsible for maintaining & managing open work orders to expected company standards.
 - Provide accurate estimates & promoting installation sales through direct interaction with the customer.
 - Maintained communication with technical staff regarding job status changes.
 - Prepared final Billing statements for customer repairs.