

SUMESH. P.C

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Professional Summary

- To make use of my skills, knowledge and abilities and put to use the above, so as to render the best of my services and exceed the standards of quality and achieve personal and professional satisfaction.
- Reliable and organized Service Advisor with over 8 years of experience who is efficient at scheduling service appointments, greeting customers in a timely, friendly manner, obtaining proper vehicle information and documenting customer's vehicle problems accurately and clearly on the repair order.

Skills

- An effective communicator with excellent relationship management and Problem-solving skills in a multicultural environment.
- Decision making, innovation, result oriented and committed to excellence.
- Can Motivate and handle the learning and professional development of an Organization's workforce.
- Strong functional experience in SALES & Customer service Operations
- Skills
- Excellent interactive and Organizational skills.
- Excellent in Word, Excel, PowerPoint and Outlook.

Work History

Floor Manager

01/2022 to Current

Al Nahdha Auto Garage – Dubai, UAE

- Manage technicians and job card allocating
- Oversaw technicians, performance, corrected problems and increased efficiency to maintain productivity targets.
- Job allocating to proper technicians as per skill
- ensuring the quality of work done after completing job

Body Shop Advisor Peninsular Honda – Kochi, INDIA • Job card preparation, Estimation, Invoice preparation, Customer Handling, • Claim intimating to insurance company • Inspected new parts and areas of repair to verify correctness and quality. •	01/2021 to 01/2022
Assistant Service Manager(PDI INCHARGE) Kairali Ford – Kochi, INDIA • managing Pre Delivery Inspection Team • Ensuring all vehicle inspected physically and functionally before delivery to customer	01/2014 to 01/2020
Assistant Manager (Floor and Front Office) Malayalam Motors, Ashok Leyland LCV – Kochi, INDIA • Managing front office staff (Advisor and Greeter) • Managing floor supervisor for ensure work quality and work completing as per FRH	01/2013 to 01/2014
Service Advisor Tvs & Sons – COCHIN, INDIA • Made good interaction with customer and vehicle to do all requested work • Manage and oversee the dealerships over flow and schedule • maintain positive customer relation ships to ensure repeat business • Maintained high customer satisfaction standards to meet or exceed targets.	01/2012 to 01/2013
Service Advisor Geo Motors, Mitsubishi – Kochi • Made good interaction with customer and vehicle to do all requested work • Manage and oversee the dealerships over flow and schedule • maintain positive customer relation ships to ensure repeat business • Maintained high customer satisfaction standards to meet or exceed targets.	01/2010 to 01/2012
Service Advisor Geo Motors, Mitsubishi – Kottayam, INDIA • Made good interaction with customer and vehicle to do all requested work • Manage and oversee the dealerships over flow and schedule • maintain positive customer relation ships to ensure repeat business • Maintained high customer satisfaction standards to meet or exceed targets.	01/2007 to 01/2010
Marikar motors, Mitsubishi – Kochi Technician Geo Motors, Mitsubishi – Kochi	01/2001 to 01/2005

Education

Diploma : Automobile Engineering 1997 -2000
SSM Polytechnic College of Engineering – Tirur

Pre Degree : Science Group 1994 -1996
Maharaja's College - Ernakulam

Secondary School Leaving Certificate 1994
MGM High School –Puthencruz, Ernakulam

Languages

English - Read , Write, Speak

Hindi – Read, Write, Speak

Malayalam – Read , Write, Speak