**Anandha Raja Thirugnanam**

**+91-93855 09029**

saianand81@gamil.com

**Service Manager**

**Tirupur Hyundai**

**Subject: Application for the post of service manager**

Dear Sir/Madam,

I am an experienced professional interested in your posting for Service manager .I believe that I possess the specialized skills you are seeking and would make a valuable addition to your company.

As my resume indicates, I possess more than 18 years of progressive experience in the field of Automobile after sales operations .My professional history includes positions such as service manager at KLN Motors (Chevrolet India) as well asServiceengineerat **Saud Bahwan Automotive LLC –Oman**. .

Most recently, my responsibility as Service manager at DSC motors and Arasu hyundai match the qualification you’re seeking .As service manager my responsibility included

* Ensure Customer satisfaction to be always high.
* Ensure Revenue part is maintained high without drop in quality.
* Ensure that right personals are in the right places.

I assisted in successful completion of CSI Activity campaign for JDP Survey and we achieved the position of No 1 nationwide in India.

I have attached my resume for your review and I look forward to speaking with you further, regarding the available position. I look forward to the opportunity to show you how I can benefit your team

Sincerely ,

Anandharaja Thirugnanam

**ANANDHA RAJA THIRUGNANAM**

**TIRUPUR**

**+91-93855 09029 -India**

**00968 97911859 - Oman ****

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**PROFESSIONAL OBJECTIVE**

**Dedicated and technically skilled professional with a versatile skill set developed through the experience in automobile industry from different regions and brands. Expert in resolving employer challenges with innovative solutions, systems and process improvements to increase operational efficiency along with customer satisfaction.**

EDUCATIONAL QUALIFICATION

**DIPLOMA IN MECHANICAL ENGINEERING**

Institution : Tamilnadu College of Engineering And

Technology

Pudukkottai –Tami Nadu ,India

Year of passing : Dec; 2000

Elective subject : Automobile Technology

**Additional Qualification**

1. AUTOMOBILE SERVICE AND MAINTANNACE TECHNOLOGY

**Institution**  : G.D.Naidu charities, Coimbatore (2001)

2. DIPLOMA IN MULTI MODEL TRANSPORT & LOGISTIC

MANAGEMENT

**Institution**  : Institute of Rail Transport –New Delhi. (2001 to 2002)

3. **B.TECH**  ( MECHANICAL ENGINEERING )

( Course completed / awaiting for convocation )

**TOTAL YEARS OF EXPERIENCES: 18 Yrs, +**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SL NO | NAME OF THE COMPANY | MANUFATURE | DESIGNATION | PERIODE | FUNCTIONAL AREA |
| 1 | SAUD BHAWAN GROUP RELIABLE INTRENATIONAL AUTOMOTIVE L.L.C MUSCAT **SULTANATE OF OMAN** | **KIA & FORD** | SERVICE ENGINEER | Dec’2011 Till date | KIA & FORD SERVICE BRANCH OPERATION |
| 2 | KLN MOTOR AGENCIES PVT LTD-CHENNAI TAMIL NADU **INDIA** | **CHEVROLET** | SERVICE MANAGER | Dec’2010 Dec’2011 | SERVICE & PARTS, BODY SHOP OPERATION  *FOCUSING AREA*  \*APPOINMENT SYSTEM  \*DELIVERY PROCESS,  \*CSI,  \*FRFT,  \*5S,  \* EMPLOYES TRAINING,  \*PARTSFORCASTING, \*CUSTOMER CARE  ACTIVITY  \*BODY SHOP &  INSURANCE TIE-UP  DEAL  \*FLEET MANAGEMENT |
| `3 | DSC MOTOR'S PVT LTD CHENNAI TAMIL NADU **INDIA** | **HYUNDAI** | SERVICE MANAGER | Dec’2008 Nov’2010 |
| 4 | ARSU HYUNDAI THANJAVUR TAMIL NADU **INDIA** | **HYUNDAI** | ASST MANAGER  SERVICE | Aug’2005- Nov’2008. |
| 5 | CHANNAI FORD CHENNAI TAMILNADU **INDIA** | **FORD** | SR .SERVICE ADVISOR | Apl’2004 Jun’2005 | SERVICE FLOOR, FRONT & BACK OFFICE OPERATION |
| SERVICE ADVISOR | Dec’2000 Apl ’2004 | CUSTOMER HANDLING &VEHICLE FOLLOW UP DELIVER PROCESS |

ROLES AND RESPONSIBILITIES

* Ensure customer satisfaction always high
* Ensure the entire workshop activities are monitored meticulously since the day beginning till closure of business hours
* Ensure revenue part is maintained high without drop in quality.
* Ensure the entire man power in the workshop is controlled by the way of proper and SUSTAINED-TRAINING and motivation programs. Enforcing discipline wherever required & correct them in the event of committing mistakes.
* Ensure that high level productivity, Right first time, Efficiency & Right on time metrics are maintained by effective implementation of FIRFT procedures and vehicle flow monitoring system and quality checking system or standards.
* Ensure that high level workshop cleanliness is maintained by adapting 5s process & controlling Housekeeping team.
* Ensure that all equipment and special tools are maintained in higher order. Conduct periodical check on tools availability and conditions.
* Ensure availability of all fast moving service parts periodically.
* Ensure that a high level of cooperation is maintained between service advisors, floor supervisors and spare parts dept.
* Ensure that all the positive steps are taken to minimize the operational cost to achieve the business result.
* Ensure that Management set targets are achieved through better

Planning and Execution

* Ensure a high level leadership quality is maintained
* Ensure that smooth relations are maintained with the

Manufacturers & customers

* Forecast business strategy to the management time to time.
* Ensure that The right personnel are in the right places
* Ensure that the company laid or adapted systems and procedures

Are followed

* Ensure that all monthly reports/ weekly reports and action plans are submitted to the General Manager on time within 3rdof every month and weekly report on every Monday.

ACCOUNTABILITY

* FOLLOWING METRICS MUST BE ACHIEVED TO ENSURE SMOOTH OPERATION
* 1. PRODUCTIVITY 100%
* 2. EFFICIENCY 120%
* 3. RIGHT ON TIME 95%
* 4. FIX IT RIGHT FIRST TIME 95%

**TRAINING DETAILS :**

1. New Service Manager Operational Training Program Attended at

New Delhi -Hyundai

1. All New Models Training at HMIL Production Plant –Chennai -Hyundai
2. Service Manager Level –2 program -Hyundai
3. GDMS & WARRANTY and CRM Training Program –Hyundai
4. SAP – System for Automobile After sales operation management
5. Ford - Service & Warranty operational Training

**ACHIVEMENT:**

1. HYUNDAI -CSI (Customer Service Index ) SURVEY RATTING 2008-2009 –**ALL INDIA NO “1” POSITION**

( NON –JDP WORK SHOP )

ARASU HYUNDAI –THANJAVUR.

1. HYUNDAI – CSI -CALL CAMPAIGN RATTING -2010

( JDP –WORK SHOP )

**SOUTH 1 REGION – NO-1**

ALL INDIA – NO-5

DSC HYUNDAI .CHENNAI.

1. CHEVROLET ‘ SSS ‘ SCORE **92.5 / 100**- For 2011 –Q-1

**ALL INDIA TOP 5 DEALER**(CSI PROGRAMME)

(KLN MOTOR –CHENNAI )

**PERSIOANL DETAILS;**

**FATHER NAME : A.THIRUGNANAM**

**DATE OF BIRTH : 15.06.1981**

**STATUS : MARRIED**

**RELIGION : HINDU**

**NATIONALITY : INDIAN**

**LANGUAGE KNOWN : TAMIL - MOTHER TANK**

**ENGLISH -SPEAK, WRITTING**

**MALAIYALAM -SPEAKING**

**HIDI -SPEAKING**

**ARABIC -SPEAKING**

**PASSPORT NO : F9118615**

**EXPAIRY DATE : 07/06/2026**

***DRIVING LICENCE***

**INDIA**   **: TN5020010004093 / 2001 - LIGHT MOTOR VEHICLE**

**OMAN ( MUSCAT ) : 88834146 / 2013 - LIGHT VEHICLE**

**PERMANENT ADDRESS ADDRESS FOR COMMUNICATION**

**307, BHARATHIDASAN STREET NO 19,INDIRA STREET**

**PERAMBUR POST -614404 KUMARANATHAPURAM**

**NEEDMANGALAM .TK TIRUPUR 641602**

**THIRUVARUR .DT TAMILNADU,INDIA**

**TAMIL NADU**

**INDIA**

**Thanking you**

**T.ANANDHA RAJA**

**Roles & Responsibilities:**

* Cost controls,
* Ensure the breakdowns & repairs are completed within the time frame
* Managing Daily/ Monthly / yearly maintenance schedule of vehicles
* Global Tracking Systems
* Ensure on-time maintenance of the Fleets.
* Proper planning, organizing/ Scheduling, Staffing & Controlling of Fleet Maintenance & Services of the Division.
* Co-coordinating with Country Managers for smooth functioning of the Maintenance Division & their deliverables.
* Planning , Organizing of Maintenance Division to ensure minimum stopover of the equipment’s in the yard
* Responsible for multiple sites’ coordination, planning and scheduling of maintenance to ensure that all work is done in a safe and timely manner, reducing lost productivity within the BU’s.
* Responsible for providing direction to the team for implementing and monitoring maintenance policies and procedures to ensure that all repairs and maintenance to Republic Services’ equipment, including trucks, containers and other heavy duty equipment, are performed in compliance with the Company’s safety and compliance standards.
* Responsible for overseeing all business units (BU’s) and managing multiple teams of technicians (mechanics), maintenance supervisors and/or other maintenance managers who are responsible for the preventive maintenance and repair of a fleet of vehicles
* Co-ordinate with operations department for the scheduling & maintenance
* Repair & maintenance report to the Management
* Regular & periodical inspections, job allocations, job rotations.
* Monitoring Axcepta / Globe Tracking / Sarnet and service schedule requests etc.

**Principal Responsibilities**

* Provide direction to on-site technicians and technician supervisor, and leadership and direction to maintenance supervisors or maintenance managers, to ensure that all repair/ maintenance work is performed in a safe, efficient and timely manner, reallocating resources among sites as appropriate. Oversee coordination, planning/ scheduling of all repair work to increase productivity, while effectively managing department’s overtime.
* Manage maintenance supervisors/managers,; fleet walk-around; coaching and counseling lead technician and maintenance supervisor(s)/managers on performance and corrective action, when necessary; make hiring/ termination decisions in concert with Human Resources and appropriate management; oversee employee training and performance evaluations; evaluate, recommend and approve supervisor recommendations for merit increase, promotion and job changes , as appropriate.
* Maintain an on-going preventive maintenance program for all BUs within geographic responsibility. Identify trends in road calls, break downs; control maintenance costs relating to personnel, purchasing, inventory control and outsourcing of repairs.
* Perform inspections of outside repairs and maintenance to ensure all work is properly completed in accordance with Company safety and compliance procedures; follow up where appropriate.
* Identify training opportunities and, as necessary, document issues and constructively discuss corrective action, as needed, with maintenance supervisor.
* Maintain advanced knowledge of engine, emission systems, transmission, brake, hydraulic and electrical systems of heavy equipment and vehicles used by Company to ensure ability to perform advanced preventive and repair maintenance functions, on site and on road, including:
  + Advanced engine chassis repair and maintenance;
  + Advanced knowledge of vehicle body control systems, including hydraulics and electrical systems to     maintain and repair vehicles in a timely and safe manner;
  + Advanced knowledge of heating and air conditioning systems to effectively diagnose and repair complex heating and cooling systems in vehicles in a timely and safe manner; and
  + Advance knowledge of welding tools to fix heavy equipment in a safe and efficient manner to ensure equipment is back in an operable condition as quickly and as safely as possible.