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| **SEENA.jpg**SRINIVASA NARAYANA SWAMY srinivasaypl@hotmail.com +91-9606173385 |
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| Description: core24x24icons Key SkillsSpare parts/Lubricants sales & MarketingAfter sales /service operations Inventroy management Purchase Operations Garage/workshop managementStrategic Planning  |
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| After-sales Service Operations |
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| Continuous Process Improvement (Service Quality) |
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| Material / Inventory Management  |
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| Client Relationship Management |
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| Competitor / Trends Analysis  |
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| Cost Control and Reduction  |
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 | Result-oriented professional, targeting assignments in **After Sales** **Service Operations** with an organization of repute |
| knowledge24x24icons Profile Summary |
| * Results-driven professional offering **nearly 4 years** of experience in effective management of **Service Operations** in **Automobile industry,** sales of **SpareParts,Vehicles, Motorcycles, lubricants,Tires,Batteries ,Accessories & Engineering Sector within Africa.**
* Spearheaded planning and procurement of spare parts/accessories to maintain optimization of inventory stock levels of services and products to meet customer requirements
* Gained technical knowledge of standard practices & procedures used in workshop, spare parts & service including supervisory techniques, personnel policies and procedures
* Enhanced the business and managed various dealerships single-handedly; managed promotion and maintenance contracts of services and products including type, vendor development and pricing strategies for establishing primary & secondary networks of parts & services
* Proficiency in recommending modifications to minimize escalations / breakdowns, reducing rejection, realizing operational efficiencies; skilled in controlling variability, costs & cycle-time for equipment through warranty, non – warranty, as well as premature failure claims
* Leading sales planning and operations involving feasibility studies, enquiry generation, tendering, order execution, collection of receivables and coordination for after-sales services
* Accomplished and exceeded volume and profit goals by nurturing partnerships with existing customers
* Devised & executed marketing strategies with focus on achieving defined business objectives across all categories
* Leveraged with skills in providing after-sales services by understanding clients’ requirements and catering to the services related to failures
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| softskills24x24icons Soft Skills Collaborator  Communicator  Planner Change Agent  Team Player  Thinker  | exp24x24icons Work Experience**Dec’14-Oct’18 with Doshi Motors Ltd., Juba, South Sudan as After Sales Manager****Key Result Areas:*** Attended walk-in customers, received enquiries and provided quotations
* Received RFQs from NGOs & other customers and followed up with them
* Responded promptly to new customers assigned by Operational Director
* Followed up for order confirmation and sent invoices; undertook payment follows-up with customers
* Managed all workshop/spare parts activities including supervising of employees, spare parts sales planning with Sales & Marketing Teams and inventory management
* Explained benefits of company’s products to potential customers and demonstrated how they are better than competitor’s products
* Received, stored and tracked surplus products; prepared stock lists to maintain records of the same
* Coordinated with Finance Team for arranging parts from suppliers on order confirmation; estimated cost for servicing & sub-contracting job works
* Floated enquires to suppliers and collected quotations; compared & negotiated with suppliers to prepare purchase orders; procured spare parts with the help of parts catalogues
* Designed advertisement flyers and banners using Photoshop Software.
* Addressed all banking related issues
* Established & nurtured cordial relationships with key clients for successful service delivery and high level of customer satisfaction
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| edu24x24icons Education | * **Mechanical Engineering** from SJCIT Engg. College, Visvesvaraya Technological university in 2012-INDIA
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| Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Soft-Skills24x24icons.png IT SKills | * AutoCAD, Ansys, Hypermesh and Adobe Photoshop
* MS Word and Excel
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| personaldetails24x24icons Personal Details | **Date of Birth:** 19th December 1986**Languages Known:** English, Kannada, Telugu, Hindi & Arabic (basic)**Skype ID**: live:srinivasaypl**Address**: No 9/A, Neeru Bhavi kemanna Layout, Hebbal, Banagalore- 560032, Karnataka, India**Passport Details**: PP No. Z3020548 (valid up to 27/11/2024)**Driving Licence** **Details**: (valid up to 20/09/2019) - issued by Govt. of South Sudan**Nationality**: Indian**Marital Status**: Married**No. of Dependents**: 3 |