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| **SEENA.jpg**  SRINIVASA NARAYANA SWAMY  srinivasaypl@hotmail.com +91-9606173385 | |
| |  | | --- | | Description: core24x24icons Key Skills  Spare parts/Lubricants sales & Marketing    After sales /service operations    Inventroy management    Purchase Operations    Garage/workshop management    Strategic Planning | |  | | After-sales Service Operations | |  | | Continuous Process Improvement (Service Quality) | |  | | Material / Inventory Management | |  | | Client Relationship Management | |  | | Competitor / Trends Analysis | |  | | Cost Control and Reduction | |  | | 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 |
| 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 |
| edu24x24icons Education | * **Mechanical Engineering** from SJCIT Engg. College, Visvesvaraya Technological university in 2012-INDIA |
| 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 |
| 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 |