

KARTHIC SANKAR J

Senior Deputy Manager - Service Planning & Training

7373271137

linkedin.com/in/karthicsankarj

Date of Birth : 24/09/1997

karthicsankarj@gmail.com

Coimbatore, Tamil Nadu 641008



SUMMARY

Dynamic professional with 5 years in the EV segment. Specializes in service planning, cost calculation, technical training, extended warranty management, RSA, and SLA preparation. Skilled in optimizing operations, reducing costs, and enhancing customer satisfaction. Committed to advancing sustainable transportation solutions.

EDUCATION

07/2024 - NOW

- Executive Business Analytics & Intelligence Program
IIM Rohtak

06/2015 - 04/2019

- Bachelor of Engineering - Electrical and Electronic Engineering
Anna University
CGPA 7.4 / 10

EXPERIENCE

04/2022 - Present

Pune, Maharashtra

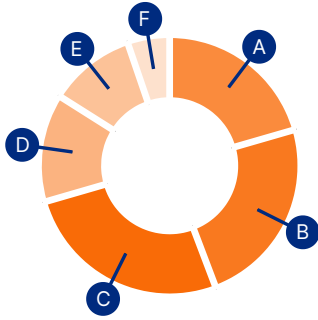
- Senior Deputy Manager - Service
Kinetic Green Energy & Power Solution Ltd
 - Develop and implement comprehensive service plans, ensuring optimal performance and **customer satisfaction**.
 - Perform detailed **cost calculations** to ensure efficient and cost-effective service operations.
 - Conduct **technical training** sessions for service technicians, enhancing their skills and knowledge in electric vehicle maintenance and repair.
 - Manage **extended warranty** programs, ensuring compliance with company policies and customer expectations.
 - Prepare and manage **Service Level Agreements (SLAs)** to ensure service standards are met and maintained.
 - Collaborate with cross-functional teams to optimize service operations and improve overall **customer experience**.
 - Monitor industry trends** and advancements in electric vehicle technology to continually improve service strategies.

09/2021 - 03/2022

Hyderabad, Telangana

- Assistant Manager Support Team
VARCAS Automobiles
 - Conducted training and mentored team members to **promote productivity** and commitment to friendly service.
 - Forecasting failures** and finding the root cause of each component, giving input to the R&D Team to reduce the failures.
 - Took ownership of **customer issues** and followed problems through to resolution.
 - Collaborated with leadership team to improve **customer service experience** and support structures company-wide.
 - Employed comprehensive **benchmarks** to establish and monitor customer service standards.
 - Conducted tolerance analysis at system and subsystem levels.

MY TIME



- A Service Planning
- B Spare Parts Pricing
- C Resolving Technical Issue
- D CFT - Product Feedback
- E Extended Warranty
- F Service MIS Reports

CERTIFICATION

Microsoft Office using AI Tools

AI-Day Microsoft Office using AI Tools Workshop conducted on 6th August, 2023 by Be10X

Data analytics in everyday life

Certification course in Coursera about Data analytics in everyday life

AWARDS

 **Service Excellence Award - Kinetic Green - May 2023**

ACHIEVEMENTS

 **Service in/Out flow module in Google sheet**

Managed the material movement of 2000 components from various parts of India in Google sheet.

 **VBA Programming for Excel Automation**

Made number of Excel template used to improve productivity in TCS-ion ERP

LANGUAGES

English
Proficient



Tamil
Native



Hindi
Advanced



Telugu
Advanced



Kannada
Intermediate



Chinese
Beginner



ADDITIONAL SKILLS

ChatGPT - AI Tool Excel 365 VBA Programming

Linguaphile Google Sheet - App Script