



KAPIL SARASWAT

EXPERIENCE

April 2023 - Current

Senior Service Engineer(Area Service Incharge) Exide Industries Ltd
| New Delhi

- Service and channel Management: Area Service in-charge, responsible for Service operations, management and productivity, team management and people handling.
- Project execution and Implementation, Process Orientation, Inventory Management, Parts management.
- Warranty Management, Dealer Management, Dealer Profitability, Service Network Expansion.
- To analyze and improve the service retention data, Competitor companies data collection and analysis.
- To Ensure the Dealer/WS Business in terms of Nos of Job cards and revenue achievement against the targets.
- Vendor audits, ISO Audit, TS audits, Internal Audits, Safety Audits...
- Product support and product improvement, Parts failure mode analysis, Technical Analysis, Development of various useful SOPs(Standard operating procedures) for the smooth and safe mode daily operations execution, Sales support....
- Dealer people training, Client/Customer handling as per dealer point (CSI)
- To Conduct Service promotion Activities like Service camps & Customer meets.
- Product launching supports in the market.
- Identified root cause of system malfunctions and implemented corrective action to prevent recurrence.
- Performed preventive maintenance tasks including upgrades, patches, configuration changes and troubleshooting.

December 2021 - March 2023

Senior Service Engineer(Area Service Incharge) Lucas Indian Service Ltd | Haryana

- Created detailed customer service reports to track progress in improving customer satisfaction.
- Resolved escalated customer complaints in a timely manner.
- Service and channel Management: COCO Work-shop in-charge, responsible for COCO operations, management and productivity.
- Warranty Management, Dealer management & Dealer people training, Vendor dealing and management, Service and Marketing over the wide range of products.
- *Client/Customer handling as per dealer point.*
- *Product support and product improvement, Parts failure mode analysis, Development of various useful SOPs(Standard operating procedures) for the smooth and safe mode, Daily operations execution, Sales support....*

May 2017 - November 2021

📍 Aligarh, India 202145

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SUMMARY

Competitive Senior Customer Service Engineer with 6 years of success in Automobile and Automotive industry. Driven to increase Sales and Market share through strategic Service management. Highly skilled at building and maintaining strong professional relationships. A team player and Committed to meet customer needs and retention while achieving company goals.

SKILLS

- *self-motivated*
- *Enthusiastic and Energetic to learn more.*
- *TAT (Turn Around Time Mgmt).*
- *Team Management.*
- *Innovative, logical and analytical sharp mind.*
- *Result oriented.*
- *Negotiation skills.*
- *Technically Sound.*
- *Sincere Hard-working.*
- *Soft skills: SAP, MS office.*
- *Customer Service.*
- *Good confidence.*
- *Ability to learn more and hard work.*

Service Engineer Ashok Leyland Ltd | New Delhi

- Vehicle complaint diagnosis technically, Workshop management, people handling, dealer handling, team management.
- Process Orientation, Plant/Workshop utility Management, Vendor audits, ISO Audit, TS audits, Internal Audits, Safety Audits.
- Warranty Management, Dealer management & Dealer people training, Vendor dealing and management, Product support and product improvement.

EDUCATION AND TRAINING

August 2023

ECP in Product And Brand Management | Product Management
Indian Institute of Management Amritsar , Amritsar

June 2017

BTech | Mechanical Engineering
Uttar Pradesh Technical University , Lucknow

LANGUAGES

Hindi:

C2

Proficient

English:

C2

Proficient