



Lavesh Pujari

A performance driven professional targeting assignments in Technical Training and After-Sales Services, preferably in Automotive industry & Machine Manufacturing companies

Location Preference: Ahmedabad, Delhi NCR and Rajasthan



Phone: +91-9001156214



E-Mail: laveshpujari28@gmail.com

Key Impact Areas



After Sales Service
Client Servicing
Service Operations & Maintenance
Business Development/ Planning
Dealer Management
Cost Analysis and Control
Client Relationship Management
AMC & Schedule Service Mgmt.
Team Building & Training

Soft Skills

Communicator

Collaborator

Intuitive

Innovator

Leader

Motivator

Analytical

Team Builder

Executive Profile

- **A goal-oriented professional, offering 7.5 years of experience in Service Operations, Maintenance, Business Development/ Planning, After Sales**
- Proficient in managing the entire gamut of service related issues and managing workshop operations with focus on improving operational performance, top line & bottom line growth and higher sales revenue
- Excellent in developing strategies for establishing **primary & secondary networks** of parts & services, business process analysis, process optimization, cost control and revenue maximization from various business solutions
- Proficient in installation, maintenance, troubleshooting & repair of automotive equipment, diagnosis of errors or technical problems, determination of proper solutions and creation of detailed service reports
- Resourceful at maintaining **business relationship** with business partners to achieve quality product and service norms by resolving their service related critical issues
- Expertise in managing complete **after-sales operations** and delivering quality service & top line profitability of the organization
- **Team-based Management style** with expertise in driving the company's vision into reality

Education & Credentials

- **2012:** B.Tech. (Mechanical Engineering) from SS College of Engineering, Udaipur, Rajasthan Technical University, Kota with 65.22%
- **2008:** 12th from Guru Nanak Public School, Udaipur, R.B.S.E. with 53.8%
- **2006:** 10th from Vidhya Vihar Secondary School, Udaipur, R.B.S.E. with 69.4%

Extracurricular Activities

- Emerged as 3 times intra-college group quiz competition winner
- Won 3rd prize in inter-college group project competition held in the year 2009

Trainings Attended

- OEM's Training from RTC, Agra
- Vehicle Tracking System from Jaipur, Eikon India
- Warranty Training from MTBD, A.O. Jaipur
- Expert Coordinator Technical HCV from MTBD, Chinchwad (Pune)
- SML ISUZU Product Training from Ropar plant, Punjab
- DICV Product Basic & Advance Maintenance Training from ITC, DICV, Oragadam, Chennai

Technical Skills

- ❖ AutoCAD
- ❖ Pro/E
- ❖ MS Office Suite
- ❖ Web-based Applications

Career Timeline



Professional Experience

Since May'19 with Daimler India Commercial Vehicles, Jaipur as Manager (Customer Services)

Key Result Areas:

- Administering the sale of spare parts; monitoring inventory level for ready availability within DICV service Associates
- Working for AMC sales & extended warranty cover to achieve profits with DICV benchmarking
- Ensuring on-time delivery of spare parts & monitoring customer complaints & warranty issues
- Managing dealer operations; ensuring adherence to service process & policies and maintaining CSI & CAP score
- Drafting service complain reports, presentations for discussing the same with HO team
- Maintaining excellent Turnaround Time for delivery & service quality norms for ensuring customer satisfaction
- Conducting field training & familiarization programs for the fleet owners and key customers
- Organizing free checkup camps, customer meets and local garage owner meets for managing customer grievances and enhancing their contentment level
- Providing training to the drivers for reducing vehicle downtime & for economical and safety driving
- Facilitating and ensuring trained manpower at the dealership by rendering training support & technical capability building of channel partner's service team
- Rendering support to Sales & Marketing team in closure of deals by satisfying the customers
- Preparing and forwarding monthly profitability reports to the management
- Managing post-sale service network operations across the region by implementing policies & procedures and ensuring customer satisfaction & business retention
- Analyzing that complete process of appointment to the operationalization of the dealer/ franchisees; monitoring & supporting service activities at franchisees
- Administering the spares management operations; supervising MSL (Minimum Stock Level) and inventory at service center's stock and company warehouse with focus on improvising replenishment of key repair parts timely
- Providing advice to staff on service policies, and developing plans to maximize business potential
- Collaborating with customers to resolve their technical & service problems & troubleshooting operations related problems
- Monitoring and supporting service activities at dealer network guaranteeing after-sales technical support
- Rendering advice to dealers on service policies, and developing plans to maximize business potential
- Selecting Network Authorized Service Center and establishing authorized service center

Oct'17 - Apr'19 with SML ISUZU Ltd., Chandigarh as Junior Manager (Servicing)

Sep'12 - Sep'17 with Daksh Auto (I) Pvt. Ltd., Udaipur (An authorized dealer of Mahindra Trucks & Buses HCV/LCV) as Technical Coordinator

Highlights:

- Conferred with:
 - Star performer of the Year Award in 2013-14
 - Best Technical Coordinator Award in service meet Rajasthan for year 2014-15 by Mahindra truck & Bus division
- Received reward as best SCR reporting from Daksh Auto in service meet Rajasthan for year 2014-15 by Mahindra & Mahindra
- Daksh Auto got selected as Model WS by Mahindra Truck & Bus Division

Personal Details

Date of Birth: 28th December 1990
Languages Known: English and Hindi
Present Address: Flat No. 102, Plot No.193, BA, Maa Hinglaj Nagar, Gandhi Path (West), Jaipur
Permanent Address: 526, Tagore Nagar, Hiran Magri, Sector-4, Udaipur, (Rajasthan)