

# CURRICULUM VITAE

## Ramesh Kumar Jaiswal

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**Ramesh Kumar**

## OBJECTIVE

To obtain a challenging position in a high-quality engineering environment where my resourceful experience and academic skills will add value to organizational operations.

## ACADEMIC DETAILS

Degree / Course	Institution	Year of Passing	Percentage
Diploma in Mechanical Engineering	Punjab Group of College	2013	58%

## WORK EXPERIENCE

Organization	Designation	Duration
Tenneco Automotive India pvt ltd, (Third Party Payroll)	Dealer Representative Executive	June 2020 to Till

### Role & Responsibility

- Deal directly with customers either by Telephone, Electronically or Face to Face.
- Four Vehicle Suspension Parts like Shock Absorber & Strut Handling & short out.
- Looking towards the product suspension parts either leakage or seepage.
- Responsible for Handling of Dealers Complain / Execution of Service Plan thus increase the Customer Satisfaction.
- Responsible to provide Service and Technical Support towards our customers.
- Maintaining regular contacts with all dealers and work towards building Customer Relationship by developing long time agreement with dealers at all levels.
- Resolving warranty related issues.
- Demonstrated the quality assurance procedures to customers on factory/Dealership visits.
- Deals in Warranty, Claim, & Settlement.

Organization	Designation	Duration
Innovative Tyres & Tubes Ltd	Service Eexecutive	01-07-2017 To 30-10-2019

### Role & Responsibility.

- Deal directly with customers either by Telephone, Electronically or Face to Face.
- Handle and Resolve Customer Complaints and Perform Customer Verification.
- Record details of Inquiries, Comments and Complaints.
- Provide feedback on the efficiency of the customer service process.
- Maintain Customer Databases and Follow up on Customer Interactions.
- Claim Tyre Inspection.
- Tyre Testing (Product Evolution).
- Tyre Mileage Data collection.

Organization	Designation	Duration
Apollo Tyre Ltd Third Party	Apollo Radial Service Executive	01-09-2014 To 30-08-2016

### Role & Responsibility.

- Identification and Prospect ion of right products for end users (according to the application).
- New and repeat demand generation.
- Attend & Resolve all Queries (in terms of Service) of end users and Dealers.
- Technical inspection of Commercial Vehicles to ensure best performance of Tyre fitted.
- Vehicle Inspection and providing update to Fleet owners.
- Scrap Tyre Analysis.
- Tyre Mileage Data collection.
- CPKM (Cost Per Kilometer conclusion.)
- Testimonial Collection.
- Capturing data in Apollo Application.
- Drivers Training. (Training to external (Customers) and internal team (Business Partners).
- Market intelligence on competitor activity and market trend in the Tyre industry.
- Responsible for increasing Apollo share at assigned Fleet.

### SKILLS & HOBBIES

- Teamwork, Traveling, Strong work ethic, Discipline.
- Problem-solving and decision-making, Traveling, Reading Books.

### PERSONAL PROFILE

Date of Birth : 15/01/1995  
 Languages Known : Hindi, Punjabi

**Date:** .....

**Place:** Ambala (HR)

**Ramesh Jaiswal**

