

CURRICULUM VITAE

Ramesh Kumar
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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
Diploma	Punjab Group of College	2015
12 th Class	Board of School Education Haryana	2012
10 th Class	Board of School Education Haryana	2010

CURRENTLY WORKING

Organization	Designation	Duration
Ceat Tyre Ltd	Fleet Service Specialist	Oct 2021 – till date

Role & Responsibility :- (Ambala)

- ❖ Handling Fleet Transporter.
- ❖ Responsible for increasing CEAT share.
- ❖ I am the listen to customer requirements and present to here appropriately to make a sale service.
- ❖ Buildded and develop relation with existing does customers both personally and through telephone calls.
- ❖ I do gather market and customer information.
- ❖ Identifying customer for new business establishing.
- ❖ Meetings with customers to prospect for new business.
- ❖ Follow up New order and Repeat order .
- ❖ Vehicle Inspection and providing update to Fleet owners & drivers tanning.
- ❖ Tyre Mileage Data collection With Testimonial
- ❖ I do make accurate rapid cost calculations and providing customer with quotations.
- ❖ Warranty, Claim, & Settlement, Scrap Tyre Analysis
- ❖ Hands on working knowledge with Microsoft - (Word, Excel, Power Point, and Outlook)

WORK EXPERIENCE

Organization	Designation	Duration
Tenneco Automotive India pvt ltd	Dealer Representative Executive	Jun 2020 To Oct 2021

Role & Responsibility - (Haryana & Punjab)

- ❖ Directly deal with customers by Electronically or Face to Face.
- ❖ Looking towards the product suspension parts like Shocker –Absorber, Strut Handling, leakage or seepage.
- ❖ Responsible for Handling of Dealers Complaint / Execution of Service Plan, increase the Customer Satisfaction.
- ❖ Responsible to provide Service and Technical Support to customers.
- ❖ Maintain regular contacts with all dealers and work to build Customer Relationship.
- ❖ Resolving warranty related issues.
- ❖ Deals in Warranty, Claim, &Settlement.

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

Role & Responsibility - Gujarat

- ❖ Work with sales team and sale support - 2/3 wheeler Tyres.
- ❖ Face to Face & Telephonic Customer dealing.
- ❖ Handle and Resolve Customer Complaints and Customer Verification.
- ❖ Maintained Record of Inquiries, Comments and Complaints.
- ❖ Provide feedback on the efficiency of the customer service process.
- ❖ Maintained Customer Databases and Follow up on Customer Interactions.
- ❖ Claim Tyre Inspection
- ❖ Tyre Testing (Product Evolution) & Mileage Data collection.

Organization	Designation	Duration
Apollo Tyre Ltd	Apollo Radial Service Executive	01-09-2015 to 20-06-2017

Role & Responsibility - Varuna Logistic (Rewari & Faridabad .

- ❖ 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.
- ❖ Claim Tyre Inspection & Scrap Tyre Analysis.
- ❖ Tyre Mileage Data collection.
- ❖ CPKM (Cost Per Kilometer conclusion.)
- ❖ Testimonial Collection.
- ❖ Capturing data in Apollo Application.
- ❖ Save your Tyre For Drivers Training .
- ❖ Responsible for increasing Apollo share.

Computer SKILLS

Ms word, Excel, Power Point, Data Analysis, Internet.

PERSONAL Details

Father's Name	:	Mr Sukhdev Kumar
Date of Birth	:	15 th Jan, 1995
Languages Known	:	Hindi, English
Strengths	:	Flexibility
Marital Status	:	Married
Present Location	:	Ambala city
Preferred Location	:	Any Where In India.

Date:

Place: Ambala

Ramesh Kumar