

CURRICULUM VITAE

Ramesh Jaiswal
104, Shiv Puri
Colony, Ambala City,
Haryana
E-mail: ramesh.jaiswal 979 @gmail.com
Contact: 9034191306

OBJECTIVE

Motivated and details oriented Sales Service Professional with Six Years of Supervisory Experience seeking a management position, seeking an opportunity to apply my advance knowledge of sales and service.

ACADEMIC DETAILS

Degree / Course	Institution	Year of Passing
BBA Marketing	Mizoram University	Pursuing
Diploma in Mechanical Engineering	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
Chakrath Career Consultants Pvt Ltd CEAT TYRE LTD	Fleet Service Specialist	Oct 2021 – Till date

Role & Responsibility --

- ❖ I have 6+ years EX in Tyres Industry, B2B2C. I am Responsible for Sales Service, Customer Feedback, Management Demand Generation, Complaint handling, training for channel Partners & Customers as well as OE Partners & Customers. Also Responsible to Reduce Claim losses via multiple activities, Driver Training Program, Tyre Mileage Data, CPKM, Warranty, Claim Settlement, Good Presentation Skills & Reports & Strategies at Customers, OE Partners premises. To gain Sales Service Revenue (Commercial Tyres Zone).
- ❖ Responsible for Fleet at Sales, Coordinate with team for maintaining Data & Reports. Responsible for generating repeat orders from existing Clients. I am achieve goals & Monthly Sales target Amount of Rs- 10 Lakh. Maintaining Database, daily, monthly for Reports. Responsible for increasing CEAT TYRES Share.

WORK EXPERIENCE

Organization	Designation	Duration
Layam Management Solution Pvt Ltd Tenneco Automotive LTD	Dealer Representative Executive	Jun 2020 To Oct 2021

Role & Responsibility--

- ❖ 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

- ❖ Responsible for handling existing customers, coordination with in Sales team, New Development ,Visiting,Customers on Weekly /Monthly Basis. Market Analysis and Research. 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 , Tyre Testing, Collected Tyre Mileage Data.

Organization	Designation	Duration
Randstad India Apollo Tyre Ltd	Apollo Radial Service Executive	01-09-2014 To Dec 2016

Role & Responsibility -

- ❖ 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.
- ❖ Responsible for increasing Apollo share.

Technical SKILLS

Complaint Management, Product Complaint, Warranty, Inspection ,Feedback , Testimonials

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,Punjabi,U.P
Strengths	:	Flexibility
Marital Status	:	Married
Present Location	:	Ambala city (HRY)
Applied	:	In India.

Date:

Place: Ambala

Ramesh Kumar Jaiswal