# **CURRICULUM VITAE**

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|    | **SOURABH PAL****#2544 b/12 Geeta Nagari,****Ambala City****Haryana.****Pin Code- 134003****Mobile No. 08929109506,086077076077****Email:sourabhpal1995@gmail.com** |

 **CAREER OBJECTIVE**

**As Workshop Manager, my primary objective is to deliver high quality and timely service to clients with an efficient service team. In order to do this, I will see to it that service personnel are given optimum training and assigned to positions fit for their abilities; building, equipment, and transportation regulations are complied with; long-term and short-term plans are set and implemented; maintenance of tools and performance appraisal are done regularly; and timely response to emerging problems are implemented effectively. My Three years 8 Month of experience in two different companies has allowed me to enhance my skills in supervising personnel and extensive organizational tasks.**

**EDUCATIONAL QUALIFICATION**

* **Metric from H.B.S.E Board.**
* **12TH from H.B.S.E Board.**

**TECHNICAL QUALIFICATION**

* **Three years Diploma in Mechanical Engineering from Punjab Polytechnic College, Lalru Mandi , Mohali Affiliated from Punjab State Board of Technical Education And Industrial Training, Chandigarh.**

**WORK EXPERIENCE**

* **One Year Experience with Authorized Dealer Of Bajaj auto ltd as a Workshop Supervisor**
* **Four Year Two month Experience with Authorized Dealer of Hero MotoCorp Ltd as a Workshop manager.**

 **JOB RESPONSIBILITIES**

**• Analyze current procedures and activities to identify and present opportunities for improvement of the workshop.**

**• Ensure that the department is adequately staffed to achieve objectives, and that technicians are aware of procedures for using new products and equipment.**

**• Facilitate the orientation of new team members in collaboration with the Workshop Supervisor by familiarizing them with work surroundings, explaining work hours, procedures, use of equipment and job expectations and ensure that new team members understand their respective duties.**

**• Maintain good relationships with customers.**

**• Ensure adequate maintenance of tools, equipment and other materials in the Service Area.**

**• Facilitate the training and development of team members in the department, by providing feedback and coaching to support improvements in their job performance.**

**• Conduct annual Performance Appraisal for Workshop Personnel.**

**• Provide advice and technical assistance to team members.**

**• Evaluate the impact of work delays, interruptions or changes in plans to develop appropriate course of actions.**

**• Monitor workflow to anticipate impact of delays due to team members being absent for leaves, holidays or sickness.**

**• Review customers service orders and inspect the quality of a technician repairs before the release of vehicles.**

 **SKILLS**

**• Experience in the automotive industry**

**• Automotive systems (vehicle layout, function and location of parts)**

**• Technically competent with ability to train others**

**• Customer service ability**

**Customer & Quality Focus**

**• Good communication ability both verbally and in writing.**

**PROFESSIONAL SUMMARY**

**Attentive Automobile Service Manager with comprehensive knowledge of the automobile industry. Adept at providing an optimal level of customer support that includes speedy resolutions to customer service issues. Specialize in managing an able staff to meet customer expectations.**

**PERSONAL DETAILS**

**Name : SOURABH PAL**

**Father Name : Sh.Sunil Kumar Pal**

**Date of Birth : 12/11/1995**

**Languages Known : English, Hindi & Punjabi**

**Marital Status : Single**

**Sex : Male**

**Nationality : Indian**

**DECLARATION**

* *I do hereby declare that all information given above is true to the best of my knowledge and belief.*

**Place :**

**Date : SOURABH PAL**