

Magesh Ganesan



**FLAT NO 22/ IMPERIAL BUILDING 1/ ROAD NO : 4018 / BLOCK NO : 340
BUILDING NO : 794/ JUFFAIR
KINGDOM OF BAHRAIN**

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Professional Summary

Innovative and creative **Automobile Professional** with extensive experience in managing **Service Warranty and Body Shop** business and operations, driving financial growth, and improving performance. Well experienced in building a strong client and customer relationships. Excellent negotiating skills to achieve brand success. Hands-on professional with rich knowledge in vehicle appraisal, collision repairs & refinish processes. Skilled professional with strengths in driving, inspection, maintenance and resource optimization skills. Committed to maximizing performance and providing the highest levels of customer service. Valued communicator with innovative idea strategies, dedicated to meeting goals and exceeding expectations.

Core Competencies

Business Management • Administrative Operations • Insurance Relations • Negotiation • Team Leadership Communications • Customer Satisfaction • Operations Improvement & Trainings • Policy Creation & Execution • Budgeting Operations Management • Contract Creation & Management • Repair & Maintenance of equipment & Tools • Quality Inspections • Hands on experience in Collision repairs & Painting Operations • Monitoring Productivity / Efficiency and Utilization of Technicians • Training technicians / staff in Body Shop Operations & Processes • Appraisal of employees • Knowledge in Microsoft Office Applications • Ability to Multitask and prioritize work

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Professional Experience

Organization	M/s. BIN HINDI Motors
Company Profile	Dealer for KIA - Passenger car segment
Period	From :01st August. 2022 to Till Date (Service Period: 1 year / 5 month)
Designation last Held	Divisional Manager Service (Auto Body Shop)

Profile and Achievements

- Heading a crew of 45 employees (both Productive and Supporting staff)
- Head of two Outlets, Salmabad & Arad.
- The crew consists of both Nationals and Expats employees.
- Handling an operation of 32 bays, Body Shop and with an average outflow of 162 vehicles per month.
- Introduced BP operation standards and cost for Estimation purpose.
- Defined processes for Job Card monitoring / Scrap Sales / Inward & outward of vehicles, etc.
- Introduced Value Added Services such as Head Light Polishing / Body Polishing (RHINO) / Brake caliper painting / wheel rim painting / promotion for full painting at a competitive rate.
- Preparing the Annual Budget for the Division for the Management's approval.
- Employee Incentive Structure for Auto Body Shop was framed (both productive & supportive staff)
- Value Added Services such as windshield glass repair introduction is under process.
- Monitoring manual technician's productivity / efficiency.
- Training the Employees on Estimation / Customer Handling / Denting & Painting Process.
- Job Card wise profit calculation initiated.
- Cost control systems & Checks implemented.
- Initiated a SOP for Body Shop – as a reference & guide.
- Body Shop Marketing Introduced – frequent visits to the Insurance Companies building up a healthy relationship.
- Initiating proposals to major Rent-A-Cars and signing off MOU between clients for bringing vehicles for repairs.
- Maintaining an Achievement of 93.5% on an average of the monthly fixed target since August 2022 onwards and at BD. 7500 average profit monthly from both outlets together.

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Organization	M/s. Suhail Bahwan Automobiles LLC, Sultanate of Oman
Company Profile	Dealer for Nissan / Infiniti / Renault / BAIC Passenger car segment
Period	From :29thDec. 2005 to 11th June 2018 (Service Period: 12 years / 5 months)
Designation last Held	Divisional Manager Service

Profile and Achievements

From: 01st April 2011 to 11th June 2018

- Heading a crew of 45 employees (both Productive and Supporting staff)
 - The crew consists of both Nationals and Expats employees.
 - Handling an operation of 61 bays, Body Shop and with an average outflow of 350 vehicles a month.
 - Provided leadership and direction to collision repair, estimation, and refinishing.
 - Managed all facets of daily operations within the organization.
 - Created, digitized and implemented the **FRT for Body & Paint Operation**, approved by the Management. This is to maintain the uniformity in the estimation across the country.
 - Trained employees (technicians & staff), on collision repairs / refinish process & procedures and carried out skill evaluation annually for 167 BP employees of 22 branches in all categories.
 - Succeeded in digitized BP FRT to the BP technicians' timings, resulting in the improvement of the productivity / efficiency / utilization. This was measured and incentivized.
 - Introduced **usage of pre-owned parts / salvage parts**, to improve the inflow to Body Shop within the Unified Motor Law This was under the guidelines of the "Unified Motor Law" of Oman, approved by the Management.
 - Process blueprint was prepared for the complete procedures of the Body Shop activities to Strengthen the Insurance Relationship by organizing an "Insurance Meet".
 - Initiated a long-term **Joint Venture** with one of the Top-ranking Insurance Company's and introduced an affordable product for customers with Dealer repairs for 5 years.
 - This will ensure "Customer Retention" for a minimum 5 years also improve the Sales business.
 - Improved BP Business by successfully participating in various Government Tenders. More focus was thrown on improving the skills and productivity of both BP Staff and technicians by Trainings at regular intervals.
 - Cost reduction by entering into a partnership with Paint Supplier increased the revenue, developed the Body Shop facility without compromising on the quality.
 - Introduced **Value Added Services** which added revenue to the Body Shop and became an independent profit center.
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- Introduction “**Express Service**” in Body & Paint department –minimized the lead time / improve bay productivity / Customer Satisfaction /etc., Constant visits to Insurance Companies / Ministries / Fleet customers on business errand
- Worked with promotions team to develop new BP marketing strategies. Participated in occasional management training and refresher courses.
- Implemented BP DOS in 22 branches across Oman as per the principle’s guidance and scored 96% in the principle’s assessment.

Other Achievements:

- **Certified Train The Trainer - by Nissan Motors, Japan Body Shop TTT (Train the Trainer) – Trained in Japan.**
- Promoter of Value-Added Services of Ixell & Ixtar recommended by Renault.
- Achieved 96% in the BP DOS evaluation by Nissan Motors.
- Appreciated by M/s. Mwasalat Taxi (Government Undertaken) for successfully painting 200 vehicles to its standards without compromising on its quality.

From: 02nd January 2009 to 31st March 2011

- Was given an opportunity to lead a crew of 20 employees initially to establish a Service Set up with body shop in Tripoli, Libya.
- Established a 12 bay service including 4 bay for Body Shop
- Organized the warehouse for spare parts supplies.
- Maintained and monitored the inventory level of spare parts.
- Interacted with Insurance Companies for business.
- Promoted Multi brand service in the Capital of Libya
- Established 1 more Service Outlet with Body Shop facilities in Benghazi (next largest city in Libya)
- Increased the crew strength with another 18 employees (Egyptians / Libyans)
- The crew strength included both Nationals and expats (Expats include Egyptians / Indians / Philippines)
- Built a customer data bank, which includes Ministries / Government sectors / Corporate Companies / etc., for business.

From: 29th December 2005 to 31st December 2008

- Independent charge of Fabrication department, with a crew of 80 employees.
 - Designed & Modified Nissan Patrol Pickups (UY61) & Patrol 4x4 (Y61 & Y62) SUV vehicles to suit the requirements of The Ministry of Defense of The Sultanate of Oman.
 - Successfully delivered 240 (UY61) vehicles / 300 (Y61 / Y62) vehicles to the Defense.
 - Designed, Fabricated & Modified various models of Nissan range of vehicles to suit the standards of Petroleum Development of Oman (PDO)
 - Modified Passenger cars & SUVs to suit the requirements of the Royal Oman Police (ROP).
 - Modification on panel vans for the Municipality
 - Planning, designing and modifying vehicles to suit the end-user’s requirements.
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Organization	M/s. TAFE Access Ltd., Coimbatore
Company's Profile	Dealer for TATA Motors Ltd., range of vehicles (passenger car segment)
Period	From : 01st Nov. 1999 to 30thNov. 2005 (Service Period: 6 years)
Designation last Held	Assistant Manager – Body Shop

Profile and Achievements

- Handled the Body Shop Operations with Contract Panel Beaters & Painters supported by company crew of 6 members.
- Managed the BP operations within 16bays with a constant increase of inflow, which reached to 220 on an average per month.
- Handled insurance responsibilities associated with estimation, insurance claims handling, and damage assessment
- Coordinating with customers and Insurance adjusters and developed business to maintain sales volume for work.
- Ensured optimal level of customer satisfaction and maintained department profit.
- Supervised efficient working of all body shop employees and performed repair work and maintained quality standards for same
- Maintained effective working relationships with customers and colleagues.
- Evaluated completion of vehicles coming to shop and monitored regular progress and suggested required safety.
- Monitored all customer complaints and resolved it according to the Principle's standards
- Partnered with M/s. Standox and promoted the brand in Coimbatore Region.
- Maintained paint inventory / sale of materials / ordering / technical solutions / paint color match.
- Extended service to 5 Base Repair Depot, Sulur Air Force, Coimbatore and painted aircrafts(25 Avro & 18 Dornier aircrafts)

Other Achievements:

- ❖ Trained by M/s. Standox – Product knowledge / Hands on Training in Paint Mixing / color match and refinish / spray painting process in Gurgaon and Bangalore.
- ❖ Trained by M/s. DuPont– Product knowledge / Hands on Training in Paint Mixing / color match and refinish.
- ❖ Trained by M/s. ICI - Body shop Management.

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Organization	M/s. T V Sundaram Iyengar & Sons Ltd., Tirunveli
Company's Profile	Dealer for Premier Automobiles / Ashok Leyland / FIAT UNO / Peugeot
Period	From:01st Nov.1995to30thOct.1999 (Service Period: 4 yrs.)
Designation Held	Service Engineer – PAL SBU

Profile and Achievements

- Lead a crew of 24 productive & supportive staff in a branch of 18 bays.
- Independently headed the SBU with a crew in providing technical solutions for Premier range of product with and adding FIAT UNO range of vehicles.
- Handling warranty, giving technical solutions, body shop, spare parts and customer satisfaction.
- Significant exposure to the insurance industry relating to marine repair and auto collision
- Promoting DuPont Centari paints.
- Sales promotion of new vehicles along with the Sales Executives.
- Addressed customer complaints in a professional manner.
- Worked with insurance adjusters and assisted customers with filing insurance claims
- Ensured that manufacturing specifications were followed to keep warranties valid
- Inspected work and identified any potential quality issues that needed to be addressed.
- Inspected vehicles after work was performed prior to customer pickup
- Ensured that all vehicles were properly cleaned after work was completed.
- Inspected work and identified any potential quality issues that needed to be addressed
- Maintained supply of protective gear and equipment worn by auto shop employees

Other Achievements:

- ❖ Trained by M/s. DuPont Centari – Product knowledge / Hands on Training in Paint Mixing / color match and refinish / spray painting process.
- ❖ Trained by M/s. FIAT UNO – Product knowledge / Technical Updates & Warranty Procedures - at PAL Plant in Kurala, Mumbai.
- ❖ Attended all Managerial Skill Trainings and its refresher courses conducted by M/s. Ultra Academy (a part of TVS Group).
- ❖ Trained by M/s. Billmouria Consultant on Spare Parts Management.

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Organization	M/s. ABT Industries Ltd., Madurai
Company's Profile	Dealer for TATA Motors LCVs / HCVs / Passenger Car Segment
Period	From:05thSept. 1990to30thSept.1995 (Service Period: 5 yrs.)
Designation Held	Supervisor

Profile and Achievements

- Undergone training in maintenance of LCVs, initially.
- Carried out periodic maintenance services and other minor diagnosis.
- Trained in maintenance of HCVs and maintenance of Passenger cars (Tata mobile /TATA Sierra / TATA Estate)
- Assisted in handling PDI and warranty department and providing technical solutions.
- Addressed customer complaints in a professional manner related to warranty issues.
- Interacting with Principles on warranty settlement and technical solutions.
- Independently handled the Passenger car division (TATA Sierra / TATA Estate)
- Ensured that manufacturing specifications were followed to keep warranties valid.
- Inspected work and identified any potential quality issues that needed to be addressed.
- Inspected vehicles after work were performed prior to customer pickup.
- Ensured that all vehicles were properly cleaned after work was completed.
- Maintained supply of protective gear and equipment worn by auto shop employees
- Worked with insurance adjusters and assisted customers with filing insurance claims.

Other Achievements:

- ❖ Trained by M/s. TATA Motors – TATA Sierra / TATA Estate Product knowledge.

Education

- ❖ **Schooling** : Presentation Convent, Kodaikanal, Anna (Dt), Tamil Nadu
Montfort Boys' Higher Secondary School, Yercaud, Salem (Dt), Tamil Nadu
(Both Anglo Indian Board)
 - ❖ Successfully completed **Diploma in Mechanical Engineering** with **Automobile Technology** as Elective, with 78.6% from Tamil Nadu Polytechnic, Madurai, in 1989.
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Personal Info

Born on : 29th May 1968

Nationality : Indian

Permanent Address : 7-B, 3rd Marudhupandiyar Street, Anandha Nagar,
Near st.Michael school, ParkTown,
Madurai-625017, TamilNadu

Marital Status : Married

Sex : Male

Driving License : Valid Indian driving license (TN37 1989 0008590)
LMV, MCWG, T.Taxi, HPV & HGV – Badge No.2582

: Valid **Bahrain** driving license - **681410442**
(Valid upto 09.01.2028)

Passport : Valid Indian Passport (V8876597 Valid till **19.06.2032**)

Soft Skills : MS Office (Excel / Word / PPT / etc) SAP & SAP CRM

Languages Known :

	English	Tamil	Malayalam
Speak	√	√	√
Read	√	√	X
Write	√	√	X

Reference :

Mr. Pradeep Kumar Shetty Senior General Manager (Service) M/s. Suhail Bahwan Automobiles LLC Sultanate of Oman GSM: + 968 9550 0230	Mr. Gurdeep Singh Multani Chief Automotive Officer M/s. BIN HINDI Motors (KIA) Kingdom of Bahrain GSM: + 973 33670066
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Declaration:

I hereby declare that the above furnished details are true to the best of my knowledge.

Place: Bahrain

Date: