



GANESH G NAIR

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PASSPORT DETAILS:

Passport Number: P5856948

Date of issue : 10/01/2017

Date of expiry : 09/01/2027

Place of issue : COCHIN

CAREER OBJECTIVE

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a fresh graduate to grow while fulfilling organizational goals.

BASIC ACADEMIC CREDENTIALS

Qualification	Board/University	Year	Percentage
MBA	Kamraj university Madurai,CENTRE-Data tech Kollam	Now	PURSUING
B AUTOMOBILE ENGINEERING	Anna University, A.R College of Engineering of Engineering and Technology, Tamil nadu	2013-2017	FIRST CLASS
Intermediate	Kerala State Board of Higher Secondary Examination, Bishop hodes Higher Secondary School Mavelikara	2011-2013	67%
High School	SSLC Examination, Bishop moore vidyapith,Higher secondary school Mavelikara	2010-2011	80%

EXPERIENCE

- ❖ Work as WORKS MANAGER in TATA RFMotorsPVT LTD, Alappuzha, Kerala from 15/01/2019 to 07/02/2020
 - Trained, coached, and developed new service advisors and monitored their progress
 - Monitor Daily workload for Staff using Siebel CRM Software
 - Designed monthly customer retention service reminder and service specials sent out via mail and Phone calls
 - Maintained customer relations to ensure long term growth in Service and profits and retained customer satisfaction by ensuring the delivery of quality work
 - Monitored employees' work levels and reviewed work performance
 - Ensured 100% customer satisfaction
 - Maintained accurate business reports and service records
 - Motivated employees to achieve personal goals and to consistently meet expected quotas.
 - Maintained a safe and clean service environment, while maintaining all equipment and the facility with minimal capital outlay
 - Reviewed applications, scheduled and conducted interviews, hired, when necessary
- ❖ Work as SERVICE ADVISOR in Maruti Suzuki Hercules Automobiles PVT LTD , Mavelikara, Kerala from 25/07/2017 to 10/01/2019
 - Greet customers when they arrive at the parts and service center and direct them to an available mechanic
 - Consult with mechanics about necessary repairs and possible alternatives to expensive work
 - Provide customers with in-depth information about available aftermarket and OEM (original equipment manufacturer) part options
 - Answer questions about service outcome (after consulting with the mechanic if necessary)
 - Advise customers about warranty protections and potential cost savings
 - Help customers decide between trading in a car and fixing it through shop
 - Manage and oversee the service centers workflow and scheduling
 - Call customers to inform them of changes in service or to let them know their vehicle is ready to pick-up
- ❖ Completed exams (MS-PIN 704923)
 - Assessment Test, Maruti Suzuki
 - Soft Skills Test, Maruti Suzuki
 - Basic Test, Maruti Suzuki
 - Advance Test, Maruti Suzuki

IT PROFICIENCY

- Auto CAD (Automobile)
- OS Known : Win 2000, Win XP, Win VISTA, Win 07, Win 8
- CATIA
- DMS(Maruti Suzuki)
- MS Excel ,MS Word

INTERPERSONAL SKILL

- ❖ Ability to rapidly build relationship and set up trust
- ❖ Positive attitude, Confident and Determined
- ❖ Team leadership and ability to cope up with different situations
- ❖ Ability to grasp new technologies, willingness to learn
- ❖ Can handle any situation with my softskills

PERSONAL DETAILS

- ❖ Father`s Name :-Gopalakrishnan nair
- ❖ Permanent Address :-Lekshmi bhaven, erezha north Chettikulangara PO,
Mavelikara,Alappuzha Kerala , India
Pin : 690106
- ❖ Date of birth :-03rdJUNE 1994
- ❖ Languages Known :-Hindi, English, Malayalam, Tamil
- ❖ Marital status :-Single
- ❖ Nationality :-Indian
- ❖ Religion :-Hindu, Nair
- ❖ Interest and hobbies :-Internet browsing, learning new information, reading
news paper, playing football, Traveling (Car, bikes)

DECLARATION

I do hereby declare that the above information is true to the best of my knowledge.

GUDAIBIYA

DATE

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