**Anil Semiyal**

A/4- 242 Sector -4 Rohini, New Delhi-85

Cell: +91-9560294564

E-mail: anil.semiyal@gmail.com

**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.

**Core Qualifications**

* Substantial knowledge of vehicle repairs on various makes and models
* Strong ability to manage an auto service staff
* Ability to diagnose vehicle issues
* Impressive ability to motivate staff

**Experience**

**Workshop Manager**

**Tenure: 01/08/2017 – Cont--**

**Tata Motors Service Station**

* Organized workshop activities, Planning preventive maintenance, monitoring work progress

and implementing industry standards.

* Clearly defined employee responsibilities and tracked performance.
* Managed vehicle repair requests and regular service appointments.
* Ensure Customer satisfaction & enhance CSI of setups.
* Assisted with initial diagnostics and supervised vehicle work.
* Ensured that customer and employee areas were kept clean and organized.
* Maintained inventory of replacement parts and monitor purchase orders
* Managed service requests and prepared a database listing such requests.
* Ensured timely completion of vehicle services.
* Coordinated with sales team to prepare marketing strategies.
* Provided regular employee evaluations
* Ensured compliance with shop standards.

**Senior Service Engineer**

**Tenure: 21/03/2012 - 28 /07/2017**

**Hinduja Leyland LTD**

**Unit: DTC after Sales Service Project.**

* Review daily priority, Analyze the Daily Break downs and develop strategies to improve overall reliability and safety of Work premises.
* To monitor customer support activities and follow up the after sales service related job, Ensure appropriate MIS reporting on daily basis.
* Perform personnel functions, such as Guidance of production workers, technicians, technologists and other co-engineers, and inspection on failure parts.
* To achieve maximum reliability of the equipment by planning & adherence to preventive and predictive maintenance program.
* Maintain the vehicle present ability as well as Retro fitment & Accident repairs of fleet.
* To monitor major over- hauling of the buses and joint investigation as & when required together with Customer.
* To support all Development Activities requiring Electrical & Mechanical support at

 Workshop.

* Initiate and encourage Cost Reduction Kaizens & Help as team member in initiating 5s in shop floor.
* Ensure Customer satisfaction & enhance CSI of setups & implement vehicle Campaign audit.
* To assigning the work for staff & responsible for providing maintenance and repair services, including Tyre repair service,
* Undertake activities like retro fitment; improve quality of products and services delivered.
* Develop strong internal & external Customer relationship & maintain Customer satisfaction.

**Shift In charge**

**Tenure: November -2009 to March-2012**

**Tata Motors Service Station (RHN-1st DTC Depot)**

**Unit: DTC after Sales Service Project.**

* Analysis of daily rejection & customer returns product
* Attending customer complaints.
* Maintaining 5s in shop floor.
* Perform personnel functions, such as supervision of production workers, technicians, technologists and other engineers, and design of evaluation programs.
* Responsible for analyzing & reducing the incidence of breakdowns and develop strategies to improve overall reliability and safety of Work premises.
* Establish and coordinate the maintenance and safety procedures, service schedule, and supply of materials required to maintain machines and equipment in the prescribed condition.
* To resolve any issues at the work Premises without interrupting the customer's business or daily activities as much possible.

**Floor Supervisor**

**Tenure: November ' 2008 – October’ 2009**

**B.C Manufacture** **(Dies Casting Division)**

**Unit: (Dies Casting Division)**

* Analysis of daily rejection & customer returns product.
* Motivating, guiding and train the workforce.
* Responsible for final inspection & analyze the rejection during final inspection on daily basis.
* Overseeing other employees and ensuring everyone works together to keep the department or organization running smoothly
* To coordinate and monitor customer satisfaction with Manager, Customer Support and to discuss and solve in a timely manner.

**Quick service coordinator**

**Tenure: July 2008 – October 2008**

 **Himgiri authorized service station of Hyundai**

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|  **Unit: (free service)** |

* Attending customer complaints
* Maintaining 5s in shop floor
* Do service as soon as possible.
* To resolve any issues at the work Premises without interrupting the customer's business or daily activities as much possible.

**Educational Qualification**

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| --- | --- | --- | --- |
| **Degree/specialization** |  **University/college** |  **Institute/School** | **Year of passing** |
| Bachelor of Arts | Delhi University | School of Open Learning | 2017 |
| Diploma in Mechanical Engineering  | Baba Sahib Ambedkar Institute Technology Management | Baba Sahib Ambedkar Institute Technology Management  | 2008 |
| Intermediate(12th ) | N.I.O. S., Delhi | Regional Center Delhi Zone-II , New Delhi | 2005 |
| High School(10th) | C.B.S.E | Govt. Sarvodya Vidyalya ,Rohini Sec-3 Delhi | 2003 |

**Computer Skills: Proficient with**

* MS Office
* Internet

***Area of Interest***

Industrial engineering, projects & product development.

***PERSONAL DETAIL***

Name : Anil Semiyal

Father's Name : Sh. Madan Lal

Date of Birth : 27.05.1987

Job location prefer : Delhi/Ncr

Marital status : Married

DATE Anil Semiyal