**Anil Semiyal**

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

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**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
* Ability to diagnose vehicle issues
* Team working and communication
* Strong ability to manage an auto service staff
* Impressive ability to motivate staff

**Experience**

**Service Manager**

**Tenure: 26/04/2019 – Cont.**

**Metaltech Motors Pvt. Ltd.**

* Ensure customer satisfaction & dealership profitability adhering to the policies, processes and reaching more customer to achieve targets.
* Organized workshop cum Service promotional activities and customer retention, handling a team of Service engineers in the assigned territory for trouble free maintenance of vehicles.
* Clearly defined employee responsibilities and monitor the performance of floor supervisor for a fixed period time certain parameter like Repeat Complaint, Time Conformance etc.
* Responsible for keeping all documentation & date of work progress and execution records.
* Responsible for Planning preventive maintenance, & breakdown maintenance.
* Managed vehicle repair requests and regular service appointments.
* Ensure Customer Satisfaction and develop the strategy to recover lost customers, (follow-up with CRM Team, portal updation, calling strategy daily basis.)
* Managed service requests and prepared a database listing such requests.
* Day to day issues resolution regarding sales and warranty claims and follow-ups with the field to understand concerns.
* Initiate and encourage Cost Reduction Kaizens & Help as team member in initiating 5s in shop floor.
* Ensured timely completion of vehicle services.
* Ensuring safe working condition and implementation of zero incident policy.
* Conduct meeting with Client, PMC junior staff regarding progress and resolving their progress.

**Experience**

**Workshop Manager**

**Tenure: 01/08/2017 – 23/04/2019**

**Tata Motors Service Station**

* Organized workshop activities, planning preventive maintenance, schedule service, monitoring work progress and implementing industry standards.
* Review & submission of weekly progress report of area of works managed vehicle repair requests and regular service appointments.
* Ensure Customer Satisfaction and develop the strategy to recover lost customers (follow-up with CRM Team on daily basis.)
* Maintained inventory of replacement parts and monitor purchase orders.
* Day to day issues resolution regarding sales and warranty claims and follow-ups with the field to understand concerns.
* Initiate and encourage Cost Reduction Kaizens & Help as team member in initiating 5s in shop floor.
* Ensured that customer and employee areas were kept clean and organized.
* 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

**Senior Service Engineer**

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

**Hinduja Leyland LTD**

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

* To monitor customer support activities and follow up the after sales service-related job, Ensure appropriate MIS reporting on daily basis.
* Analyze the Daily Break downs and develop strategies to improve overall reliability and safety of Work premises.
* To monitor major over- hauling & breakdown maintenance of the buses and joint investigation as & when required together with Customer.
* Undertake activities like retro fitment, loading pattern analysis, aggregate life analysis and reliability etc. to improve quality of products and services delivered.
* Perform personnel functions, such as Guidance of workshop workers, technicians 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: Quick service** |

* Attending customer complaints.
* Do service as soon as possible.
* Maintaining 5s in shop floor.
* To resolve 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** |
| B. Tech  | Delhi Technological University | Delhi Technological University (DTU) | Pursue |
| 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. Sarvodaya Vidyalaya, 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

Marital status : Married

DATE Anil Semiyal