

# ASHMEET SINGH

B-65, Mansarover Garden, Opp. Kirti Nagar Police Station, New Delhi-110015  
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## SUMMARY

- An Automobile service professional with rich hands-on experience to entire spectrum of planning & implementing service solutions in premium cars domain of Indian Automobile industry.
- Adept in providing suggestions and solutions to improve and enhance productivity. Demonstrated competency in assessing the problems & advising appropriate service solutions.
- Expertise in Workshop Handling & Automotive Customer Service Functions.
- As an auditor and an auditee successfully completed 20 internal audits 4 external audits and dealer standards audits to ensure adherence of standards.
- Pursuing a position in the industry where I can utilize and build upon my current knowledge of modern automotive manufacturing and engineering.
- As a mid-term objective I would like to utilize and enhance the knowledge, experience & skills within the organization in which I will work in the near future, and as my long-term objective, I would like to be the part of the management.

## KEY COMPETENCE

- A competent professional with 5.8 years of experience in
  - ~Quality assurance & Control
  - ~Reporting & Documentation
  - ~Service & repair
  - ~Audit Operations
  - ~Continuous Improvement
  - ~Logistics & operations
  - ~Effective communication
  - ~Strong work ethics
- Adept at handling day to day activities in co-ordination with internal departments for ensuring smooth workflow.
- Provided a strong leadership presence and control in-store, while ensuring that all customers receive quality service

## PROFESSIONAL EXPERIENCE

### FLOOR SUPERVISOR

Jan 2017 to Aug 2022

#### Exclusive Motors Pvt. Ltd.

Authorized retailer of Bentley.

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Managed workflow to exceed quality service goals, maintain and follow up on daily pendency report for minimum back logs.

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Assisted the Floor Manager in the successful and timely flow of all workshop activities.

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Responsible for maintaining up-to-date knowledge of product and service changes by attending various educational workshops from Bentley.

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Received and reviewed incoming documents for completeness, coordinating, and tracking required actions.

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Followed through on all critical inter-departmental escalations for timely closure to increase customer retention.

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Coordinated and follow-up on workshop status report against the monthly revenue target.

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Responsible for technician efficiency report to measure the efficiency and better utilization of his skills.

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Assisted in formalizing various reports based on technician efficiency, technical product information, workshop EOD reports etc.

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Conducting Internal audits as per yearly schedule.

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Update & discuss about technical bulletin (Technical Product Information) to front office and workshop staff, on new cars and technology based on the trainings provided by Bentley.

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Responsible for managing workshop and ensuring to maintain quality, cost and service standards with minimum repeat repair issues for the elite clients.

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Liaising with senior engineering team from Bentley to understand root cause of repeated issues via DISS (Direct information System Service)

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Documenting 30 pt. quality check report on final inspection before delivery and performed road test to confirm customer complaints/issues have been ironed out.

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Developed very good client relationships and earned a reputation for exceeding service standard goals.

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Enforced all company policies and procedures, including health, safety, and security.

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**TRAINEE SERVICE PROVIDER**  
**TRAINEE TECHNICIAN**

May 2016 to Aug 2016

Sep 2016 to Dec 2016

**Exclusive Motors Pvt. Ltd.**

Authorized retailer of Bentley.

(Initially it was an internship of 3 months wherein I joined as a Trainee Technician and based on my skills was later on elevated to Trainee Service Advisor for the period of 4 months with below mentioned job profile.)

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Coordinating with workers and responsible for manpower handling on day-to-day jobs.

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Responsible for coordinating with existing customers as well as during service when needed.

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Identifying improvement areas & achieve timely delivery and quality norms thus maximizing customer satisfaction.

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Manpower balancing, Root cause analysis of issues from customers resolving them and taking corrective & preventive action.

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Prepare documentation papers related to service, stock & workers.

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To ensure well-being of environment and safety and health of all persons working alongside.

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## E D U C A T I O N

Examination	Board/University	Result
B. Tech Mechanical Engg.	MDU (Maharishi Dayanand University), Rohtak	First Class
Diploma Digital Electronics Engg.	BTE	Second Class
Class XII	N.O.I.S.	Second Class
Class X	C.B.S.E.	Second Class

## IT SKILLS

- Versed with AutoCAD.
- Basic knowledge of MS Word, MS Excel, MS PowerPoint.

## PROJECTS/TRAININGS

### Professional

- Structural Aluminium Repair & Process Training in Dubai with Bentley India.
- Bentley Bentayga S launch training certification.
- Bentley Flying Spur Mulliner training certification.
- Bentley Flying Spur Hybrid Technical training certification.
- Project Achievement in RC Aircraft Design Workshop (Organized by Aeroatrix)
- Fundamentals of Microprocessor Systems.

## INTERNSHIPS

**Title:** Galaxy Toyota July 2015 to August 2015  
**Description:** Trainee technician after 6<sup>th</sup> Semester of B. Tech. Repair and services.

**Title:** Northern Indian Railways (Diesel Shed) June 2014 to July 2014  
**Description:** Trainee student after 4<sup>th</sup> Semester of B. Tech. Submitted project report on turbochargers.

**Title:** Samsung Service Centre June 2011 to July 2011  
**Description:** Trainee student after 4<sup>th</sup> Semester of Diploma. Submitted project report on smartphone technology.

## PERSONAL DETAILS

**Date of Birth:** 18<sup>th</sup> March 1994  
**Father's Name:** Harvinderjit Singh  
**Address:** B-65, Mansarover Garden, Opp. Kirti Nagar Police Station, New Delhi-110015  
**Languages Known:** Hindi, Punjabi, and English