**NAVANEETHAN**

**E-Mail: r.navane@gmail.com**

**Contact No: +9198948 98888**

**Professional Synopsis**

* A competent professional with **nearly 18 years** of Overseas & Domestic experience in Service Operations, Client Relationship Management and Team Management in the Automobile Industry.
* A keen planner & implementer with demonstrated abilities in devising service related business plans & strategies for accelerating the business growth.
* Expertise in managing after sales service operations of various Automobile Vehicles workshop with key focus on top line / bottom line profitability thereby ensuring optimal utilization of resources.
* Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.
* An effective communicator with excellent relationship management skills and strong analytical, leadership, decision making, problem solving & organizational abilities.

**The Core Competencies**

**Strategic Planning**

* Using sales forecasting to ensure the sale & profitability of products; analyzing business developments & monitoring market trends.
* Identifying, evaluating & executing marketing strategy based on business objectives.

**After Sales Service**

* Taking care of automobile service operations with focus on achieving customer satisfaction & business growth.
* Identifying new streams for growth & developing plans to build consumer satisfaction.
* Conducting competitor analysis by constantly keeping abreast of market trends and achieving market share metrics.
* Implementing new programs, service promotional activities & promoting new products.

**Channel Management**

* Enabling business growth by developing a network of Channel Partners across assigned territories.
* Commissioning & launching new Partners as per company standards, monitoring inventory operations.
* Guiding and training Partners to accomplish set revenue and business targets.
* Developing Channel Policies to ensure maximum sell out.

**Service Operations**

* Implementing service / customer care plans / policies ensuring accomplishment of business goals across the assigned regions.
* Maintaining log of technical problems reported by customers & monitoring the repetitiveness of the problems.
* Ensuring provision of immediate service support to the clients for resolving their issues and complaints in compliance with the preset guidelines and rules.
* Rendering technical assistance for complicated problematic vehicles for the repeatedly reported problems / unique technical problem.
* Proactively identify areas of obstruction / defects and conducting service and repair to rectify the machines through application of trouble shooting tools.

**Client Relationship Management**

* Interfacing with clients for suggesting the most viable technical solutions and cultivating relations with them for securing repeat business.
* Minimizing bottlenecks for high quality of service for increasing the Customer Satisfaction Index.
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.

**Team Management**

* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst Team members.

**Occupational Contour**

**Celette India Private Limited A wholly owned subsidiary of Celette France SAS (Since Jun’21 – Till Date)**

**Senior Manager - Sales & Marketing**

Highlights

* Responsible for obtaining approvals for the new products from the OEM like MSIL, TMIL, KIA, Skoda Volkswagen India Pvt Ltd, TKM, HMIL, AUDI, MB etc.
* Budgeting and projecting Yearly sales forecast both Exports & Domestic business.
* Guiding the Sales team to promote the sales through Channel partners and distributor across PAN India.
* Valuating and appointing new dealership and geographical area mapping and assigning to service the OEMs
* Distributorship Credit Management
* Guiding in devising After Sales Service Training, and product service training to the Service Engineers and Technicians.

**Abeer Musaed Al Anzi (AMC) Trading & Contracting Est, KSA (Since Apr’14 – March 2021)**

**Manager - Sales & Operation – Eastern ( Dammam )& Central Province (Riyadh )**

**Highlights**

* With the previous working experiences and strong customer base and support started a new firm under a Saudi Sponsorship in the above name and raised the company from **6 th rank to 2nd position in the Lube equipment suppliers list** to the major Oil companies in Saudi Arabia within the span of 8 months.
* Achieved annual turnover of **1. 2 Million SR in the first year** and raised the sales turnover to a significant level in every consecutive year.
* Obtained the **Reliable, Trusted & Sustainable** partner award from the **Petromin Corporation (A Major Oil Company in the Kingdom)** for cooperating in achieving their target by installing & commissioning **450 Petromin express lube change stations across Saudi Arabia.**
* Won the deal of 1.3 million SR worth of Sales, Supply & Installation of all workshop equipments from HABTOOR Motors LLC and completed projects within 3 months in 3 different geographical locations inside KSA.
* Involved in Procurement activities to identify the competitive and reliable suppliers from abroad and maintained bi-poly supplier policy to come-up from long waiting of goods from their production and maintained biannual imports terms.
* Brought down the **AR Accounts receivables from 120 to 90** days after having enough meetings with customers and making them understating the difficulties of supply chain managements and amended their regular Pos.
* Became the well renowned supplier of all Oil companies and Transport companies.
* Designed and installed a big (40,000 X 4) liters of bulk oil storage yard for **LUK Oil in Hofuf area**.
* Drafted an Annual maintenance service schemes for Petromin express ( A chain of Lube change stations ) across the kingdom to avoid their breakdown services and raised the service income up **to 0.4 million SR**.

**Tamkeen Industrial & Trading Co Ltd., Jeddah, KSA (Sep’10 to Jan14)**

**Sales & Service Engineer in Dammam Branch**

**Highlights**

* Steered operations under the newly formed Division EQUIPTOOLS dealing all kind of Automobile Garage Equipments like Lifting Equipments, Wheel Alignment Systems, Diagnostics tools and Collision repair system.

**IESCO –Industrial Equipment and service Company – Qatar (Apr’10 to June10)**

**Sales Engineer**

**Highlights**

Worked as Sales and Service Engineer and in the short span sold most high priced equipments like Paint Booth and welding machines to Major Rent a Car Workshops, and NBK workshops.

**ATS – ELGI Ltd., Coimbatore (Jul’08 to Jun’10)**

**International Engineer – Sales & Service**

***Manufacturers of Air Compressors & Garage equipments like Paint booth, two post lift, four post Lift and diagnostic tools like Wheel aligner, Wheel balancer, Injector cleaner, Gas Analyzer, Collision repair system.***

**Highlights**

* Pivotal in building strategic alliances with major customers as Maruti, Tata, Hyundai, Honda, Ford, Audi, Nissan, Skoda, General Motors, Fiat.
* Devised effective service training programs and coordinated all service operations, to achieve a MTTR of 48 Hrs, all over India.
* Formulated System Circulars and SOP's to maintain adequate spare parts at dealer end, provided adequate technical knowledge to staff, to solve the complaint first time right to increase customer satisfaction.
* Improved the product performance based on CCS (Customer Care System) tracking, Root Cause Analysis and feedback from Service Engineers & Area Service Managers.
* Assisted the Business Development team by providing information on merits and de-merits of new products based on the field validations.
* Conducted service camps at various locations for the spare parts and AMC promotions through OE and major service network.
* Reviewed the performance of dealers based on their service operations, spare part sales and product knowledge on periodical basis.
* Provided all technical details on electrical, mechanical, pneumatics and hydraulics to the field personnel for smooth execution of proper commissioning and servicing of the new products.
* Updated the technical / service bulletin, provided to service personnel on service information and product improvement.

**Meritor HVS (India) Limited, Mysore, Karnataka, India (Jul’05 to Jun’08)**

**Engineer-Service & Spares**

***Manufacturers of Heavy Vehicle Front Non drive Axles & Rear Drive Axles (both Single & Tandem Axles)***

**Highlights**

* Instrumental in maintaining cordial relations with esteemed clientele as Ashok Leyland, Tata Motors, Swaraj Mazda, AMW, Eicher motors, Force Motors etc
* Introduced an Intranet based Warranty Claim Approvals in which if the part is found defective was be logged into the intranet with pictures of the defective part as well the application of the vehicle and further information regarding the failures. It also escalates the the matter to Service manager mail inbox & upon approval it is projected to GM and in turn to VP for further approvals.
* Designed the system to draft copy to quality & production mangers; upon technical advices, it further hits the VP inbox for approval.
* Finally the concerned area Service Engineer receives SMS regarding the status of the warranty claim to update the end customer.
* This system enables receipt of the copy of the status and where it gets blocked all the level of pupil in the service hierarchy level.
* This replaced the hard copy form approvals which involve more stationery, man power time lost for followup, missing of the approval forms, copies to be sent parallel to each managers, etc.

**Academic Credentials**

* Diploma in Mechanical & Automobile Engineering from Thiagarajar Polytechnic College Accredited by National Board of Accreditation, Salem in May’05 with 80 %

**Other Credentials**

* Attended in-plant training under gone in May’03 at Bimetal Bearings Limited, Coimbatore.
* Served as General Secretary- Students Association during the year 2003-2004 in Thiagarajar Polytechnic College, Salem - 5.
* Served in National Cadet Corps as cadet during the year 1995-1997 and passed the ‘A’ examination.
* Completed a project on Hybrid Electric Vehicle - The project developed to run a vehicle on both conventional petrol fuel as well as non-conventional electric fuel.

**Personal Dossier**

Date of Birth: 26th August 1982

Nationality: Indian

Marital status: Married

Linguistic ability: Arabic, English, Tamil, Hindi, Kannada, Malayalam & Japanese ( Learning )

Address: 363, Sakthi Nagar, Salem **–** 636007 Tamil Nadu, India

Number of Dependents: 4

Passport Details: Z3127776