

# BALACHANDRAN.S

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## SUMMARY

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7+ years of experience in team leadership, operations management, and technical expertise within the automotive and driving instruction sectors, with a strong track record of improving operational efficiency. Expert in client handling and conflict resolution, consistently fostering positive relationships and ensuring high levels of customer satisfaction and loyalty. Proven success in designing and delivering high-impact training programs, aligned with industry standards, while overseeing performance and maintaining strict safety protocols. Skilled in curriculum development, team performance oversight, and driving continuous improvements to enhance both individual and organizational growth in dynamic environments.

## EXPERIENCE

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### *AL KHEBRA DRIVING ACADEMY, Training Officer*

*Jun 2023 - Present*

Spearhead the training and development of driving instructors, ensuring compliance with industry safety standards. Lead conflict resolution efforts, addressing instructor and student challenges swiftly to maintain a productive environment. Design and implement curriculum tailored to meet diverse student needs, enhancing training quality and pass rates. Provide oversight on instructor performance, offering feedback for continual improvement and alignment with academy objectives. Foster a student-centered teaching approach, personalizing instruction and mentoring students to ensure driving proficiency.

### *NAPL (SML ISUZU CVBU), Service Manager*

*Nov 2021 - May 2023*

Managed daily service operations, ensuring efficient work-flow in the workshop, timely repairs, and high-quality service delivery, optimizing resource allocation and minimizing vehicle downtime. Acted as the primary point of contact for clients, fostering strong relationships with fleet owners and businesses, resolving service-related concerns, and ensuring exceptional customer satisfaction. Led, trained, and motivated a team of service advisors and technicians, providing continuous support, performance reviews, and safety training to enhance team skills and maintain high operational standards. Managed the service department's budget, monitored key performance indicators, and implemented strategies to meet revenue targets while controlling costs and maintaining service quality. Drove continuous improvement in service processes, ensuring adherence to industry regulations, company policies, and best practices, while enhancing efficiency and ensuring the highest quality of service.

### *PMML (TATA), Body shop in Charge and Estimator*

*Oct 2018 - Oct 2021*

Managed vehicle restoration projects and supervised insurance claims in coordination with surveyors. Provided technical training to staff on SOP's, safety regulations, and vehicle inspection protocols. Oversaw customer claim processing, ensuring accuracy and compliance with regulatory standards.

### *KAIRALI FORD, KERALA (FORD INDIA LTD.), Body Shop Supervisor*

*Jan 2018 - Oct 2018*

Supervised and coordinated a team of 12 members to ensure the efficient execution of daily tasks, adhering to quality and safety standards. Delivered training sessions for dealer partners on Standard Operating Procedures (SOP's) and safety protocols, ensuring operational excellence across the network. Managed accident-repair vehicle estimation and documentation, facilitating timely motor insurance claims and working closely with insurance surveyors. Conducted comprehensive insurance surveys, ensuring accurate damage assessment and claim resolution in coordination with insurance providers.

### *KAIRALI FORD, KERALA (FORD INDIA LTD.), Business Development Officer*

*Nov 2017 - Dec 2017*

Led service-oriented training and customer engagement initiatives, fostering strong relationships and driving customer retention through targeted service plans. Developed and executed marketing campaigns and service promotions, aligning with Ford's corporate strategies to increase service uptake. Actively engaged in prospecting and business development, generating new leads through cold calling and consultative sales techniques.

Conducted periodic customer training sessions on service processes, regulations, and SOP's, enhancing client awareness and satisfaction.

**KAIRALI FORD, KERALA (FORD INDIA LTD.), *Automotive Technician Trainee***

*Aug 2016 - Oct 2017*

Provided high-quality vehicle maintenance, including routine inspections, preventive maintenance, and mechanical diagnostics, ensuring safety and performance.

Applied specialized preservation agents and fabric treatments, enhancing vehicle aesthetics and longevity.

Assisted with vehicle delivery and service scheduling, ensuring timely and efficient customer service.

Performed oil changes, filter replacements, transmission flushes, and other mechanical tasks to ensure optimal vehicle performance.

## **EDUCATION**

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*Indian Institution Of Engineers*

*Automobile Engineering • 2016 - Present*

*Qatar Traffic Dept*

*Driving Instructor Certification*

## **SKILLS**

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DMS • Siebel Workshop • Client Retention • Business Development • Key accounts planning and management • Client Interactions • Commercial Acumen • Incadia • AUTOCAD • MIS Reports